

SOCIAL WELFARE
 Republic of the Philippines
 PROVINCE OF QUEZON



PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

September 16, 2013

Ms. Leticia T. Diokno
 Regional Director
 DSWD Field Office IV-A
 Alabang-Zapote Rd., Alabang,
 Muntinlupa City

Attention: Ms. Virginia S. Arenasa
 Unit Head
 TAD-Standards Unit

Dear Dir. Diokno,

Greetings!

This has reference to the application of Sankey Samaritan Mission Incorporated, Purok Ilang-ilang II, Siangang Mayao, Lucena City for the renewal of registration and licensing as Social Welfare and Development Agency (SWDA) submitted to the Provincial Social Welfare and Development Office. This agency is a non-stock non-profit Non-Government Organization with SEC Registration No. A200010872. Likewise, it is licensed by the Standards Unit with license no. DSWD IV-A RL-000030-2009.

Please be informed that Ms. Nazarena T. Andrey and Mutya M. Rada, Social Welfare Officer III have visited/monitored the operation of the organization last September 6, 2013 and reviewed the submitted documents and hereunder are the highlights of findings and recommendations thereon:

Work Areas	
I. Administration and Organization	
Findings/Status	Recommendations
A. Organizational Purpose and Commitment	
1. The organization has its Vision, Mission and Goal statements that are clearly stipulated in the Manual of Operations and posted in a conspicuous area inside the administration office. The target clientele group is also indicated. The center provides programs for children between the ages of four (4) to eight (8) years old, male or female, under the category of neglected, dependent and/or underprivileged.	
2. Clients of Sankey Samaritan Mission are allowed to <u>stay with the mission until they are capable to become productive members of the society.</u>	This should be clarified in their Manual of Operation because their target clientele is children whose ages range from 4 to 8 years of age.
3. <u>Staying in the center for a long period of time is contradictory to DSWD's policy on deinstitutionalization of children.</u>	
4. In the Manual of Operations, children and youth are being mentioned as the primary clientele of the program. <u>However, sometimes they only used children or youth.</u>	For consistency purposes, always indicate CHILDREN AND YOUTH instead of just children or youth only.
5. Attention given to the children and youth are based on moral, intellectual, spiritual and physical development. <u>Social and emotional interventions are not mentioned.</u>	Consider the inclusion of social and emotional intervention for the children and youth as integral part of psychosocial rehabilitation.

6. The MOP contains details on administrative and program policies and procedures. It is utilized in their daily operation as reference and guide of the staff in the management and operation of the center.

The following are some of the observations in the manual:

1. Treatment Planning

It was mentioned in the treatment plan that the center considers working with the family of the clients by the community based social worker, in preparation for eventual discharge of the latter to his/her family. However, there is very little mention about the interventions that are provided for the family and with the family. Though, what are the programs and services that can be provided to the family that would help in the preparation for the reunification of the client to the family?

2. After the closure/termination of the cases, there are no after care services.

3. Community Participation

The Center recognizes the importance of clients' involvement in the selective activities in the community to develop their sense of social responsibility and community belongingness. However, the nature of involvement and the specific activities that the clients are allowed to undertake during community activities were not clearly mentioned, e.g. barangay and town fiestas, activities of youth organizations such as SK, so as not to alienate them from the community outside the center.

4. Personnel job description

Counseling and home visitation is one of the major responsibilities of a Social Worker and yet these are not included in Samir's job description for its social workers.

B. Functional, Organizational and Management Structure

1. There is an existing organizational chart posted in the wall of Samir's Office, which clearly defines the delineation of responsibilities and duties of the governing body and the personnel based on written policies.
2. The center has an updated list of Governing Board as of 2013. However, this is presented in a matrix.
3. The educational attainment, experience and training on social welfare and development of the members were not indicated.
4. The Executive/Program Director is responsible for administering, planning, managing and controlling the daily activities in the center supported by the staff and board members. Likewise, he also assumed administrative and technical supervision functions. Instead of the Social Worker, the Executive Director has also taken full responsibility when it comes to counseling of the clients.
5. Policy making structure – The Executive Director is at the same time the President of the Board. Based on protocol, the Executive Director is usually the corporate secretary of the board but without voting power, to avoid conflict of interest.
6. Interfacing intervention for new and outgoing staff.

Programs and services of concerned local government unit may be explored and integrated in the treatment plan such as Parent Effectiveness Service or Family Development Sessions, Self-Employment Assistance Program, etc. Responsible parenthood cannot only be measured in the context of financial stability.

include in the Social Worker's job description the responsibility of conducting counseling/stress debriefing with the client.

<p>For the newly hired staff, both regular and contractual, they have been given proper orientation about the agency's policies and guidelines from the date of their assumption to duty.</p> <p>The outgoing staff ensure that incoming Social Worker was orientated on the individual bases of clients.</p> <p>C. Efficient Financial and Material Resource Management</p> <ol style="list-style-type: none"> 1. Financial Management System - the agency submitted itemized budget indicated in the 2014-2015 work and financial plan. The financial report for the calendar year ended December 2012, it showed that the funds disbursement of the agency followed the standard requirement of fund allocation and disbursement of not less than 80% of the total budget and for administrative expenses of not more than 20% of the total budget subject to accounting rules and regulation done by the external certified public accountant. 2. Stability of Funding - The agency received regular funding through bank from World Harvest Ministries supported by acknowledgement receipt on the actual cash amount received by the cashier or fund custodian. <p>D. Human Resource Management and Development</p> <ol style="list-style-type: none"> 1. The following staff assist the Director in the management of the agency: <ul style="list-style-type: none"> • 1 full time Social Worker • 1 Coordinator • 1 assistant coordinator • 2 dorm parents • 4 maintenance staff • 1 kitchen helper • 1 farm supervisor • 1 special care giver • 2 security guards <p>Role and function of each staff are clearly stipulated in the Manual of Operation.</p> <ol style="list-style-type: none"> 2. Five staff attended team building activity facilitated by ABSNET to enhance staff leadership and cohesiveness. 	<p>Allocate budget for staff and clients training, at least once a year.</p> <p>Submit the 2013 Work and Financial Plan.</p> <p>Provide continuing training program for key/core staff appropriate to residents being cared for is provided to upgrade and acquire new skills and competencies at least 24 hours a year. 30% of the staff are provided and/or accessed to specialized training locally per year.</p>
<p>II. Program Management</p> <p>The agency has clear program management structure written in the Manual of Operation which is readily available in the office.</p> <p>NGOs, POs and LGU linkages were established through Area Based Standard Network (ABSNET). Sankey is an active member representing the children and youth sector.</p> <p>Submitted 2012 Annual accomplishment report does not indicate the difficulties/problems encountered and solutions applied. Incidence of child's absences in school, downloading of pornography videos, youth apprehended because of the use of marijuana must be stated in the accomplishment report. Likewise, plan of action for the succeeding year must be attached in the report.</p>	<p>To submit 2013-2014 activity plans and enhance the narrative report submitted for the year 2012.</p>
<p>III. Case Management</p> <ol style="list-style-type: none"> 1. Individual Case Work used as social work method to implement agency's programs and services to attain the vision, mission and 	

Trust of the organization

2. The lone social worker handles 15 minors with ages between 9 and 17 years old, one of whom has severe mental retardation (MR) referred by the City Social Welfare and Development Office (CSWDO), and 14 youth with ages between 18 and 21 years old:

- Six are living independently in a group home set up inside the center. They are not given money to be managed for their daily needs; instead they are only provided with the raw food that they can cook.
- Four clients were sexually abused. The clients were all referred by the City Social Welfare and Development Office. Out of 4 cases, 1 case was convicted the other 1 was up to case's arraignment only and the other 2 have no cases filed.

Sexually abused girls and children with mental retardation are not among those within the agency's clientele group.

Clients' range of stay in the center is from 2 to 13 years. On the other hand, clients are allowed to visit their relatives once a year.

3. Upon review of the documents the following are the observations:

- no progress report on the result of the treatment plan
- no discharge plan indicated in the treatment plan
- treatment plan not updated
- pictures of the clients are not updated

4. There are no clear set of interventions for the clients' families while the social case study reports have consistently stated that the families' financial incapability is the main reason why the clients cannot be reunited yet with their families.

5. As of September, 2013 the center were able to discharge 3 cases due to:

- Old age, with MR case and they employed the client in the center as kitchen helper since [redacted] is

Hire additional Social Worker to follow the standard ratio of 1:25 children for residential care services to ensure quality service.

Excess cases of the social worker can be managed by the Director if he/she is a registered social worker with the limit of 5 cases only.

Avoid accommodating referrals who are not within the agency's clientele category. In the event of unavoidable circumstances, client can be accepted temporarily and immediately referred to other institutions handling special cases of children (MR and victims of sexual abuse) to provide proper intervention to the client.

Consider placing other youth in group homes where in they can be given a chance to live independently and learn to manage their own resources.

Have the children visit their families more than once a year, and for them to celebrate Christmas and other significant occasions with their families instead of their sponsors.

The agency might consider providing the family a training on livelihood with starting capital to uplift their living condition or refer the family with the local DSWD for the availment of Self Employment Assistance program (SEA).

The Social Worker to conduct exit interview and pre-discharge conference

<p>trainable</p> <ul style="list-style-type: none"> • [redacted] was re-united with her family. • [redacted] expressed that he is no longer interested in continuing his studies and he wants to work for a living. Thus, the Director decided to employ him as utility worker despite of his previous misconduct prior to his discharge. <p>OK</p> <p>Prior to [redacted] a discharge, 2 1/2 grams of marijuana was found in his wallet by the other dorm client and reported to the Director. [redacted] did not admit that he has marijuana in his possession, reason for the Director to surrender him to the authorities. [redacted] and his companion, [redacted] also a client, were put in jail for 24 hours.</p> <p>Eventually, the Director decided not to push through the case and [redacted] was given a chance to go back to the center. On August 8, 2013, [redacted] was reported missing and went back to the center after several weeks.</p> <p>Prior to [redacted] s employment to Sankey, the Social Worker was advised to facilitate [redacted] s drug test to ensure that he is no longer using any drugs. But to date, drug test was not administered because the Director refuses to let [redacted] undergo the said test.</p> <p>OK</p> <p>Clients mentioned above have no discharge documents on file. OK</p> <p>6. Records of clients are kept safe in the cabinet where the Social Worker and the Director are the only authorized persons who have access of the file.</p>	<p>with the accepting party with proper documentation and concurrence of the Director on the final reason for discharge to protect the agency in any legal impediment.</p> <p>Case folders must be marked confidential. OK</p>
<p>17. Helping Strategies/Interventions</p> <p>1. Psycho-social care</p> <p>Counseling and/or stress debriefing conducted by the director and social worker was not documented.</p> <p>2. Dormitory - Each dormitory is provided with a pair of dorm parents who supervise children who are not yet in the independent living program.</p> <p>Those in the independent living program are provided their own dormitory with one bed each; a sala set; television set; racks and shelves for their personal belongings and other home equipment.</p> <p>3. Educational services - Currently, there are 11 clients on the tertiary level, 13 secondary and 2 elementary level, all studying in different private schools within Lucena City. Individual college students are provided with the laptops and can access internet connections for their research work. Use of internet connections is monitored by the Social Worker.</p>	<p>Document the process discussions that transpired during counseling and/or stress debriefing. This can help in the monitoring on the progress of the child and youth to cope up with their traumatic experiences.</p> <p>It is highly recommended that the counseling be done by the professional Social Worker.</p> <p>Limit the use of internet to avoid downloading of porno movies and wi-fi must be password protected. Wi-fi access must be limited to a certain station only to ensure proper monitoring.</p> <p>Social Worker to prepare training design appropriate for children and youth to enhance their skills and knowledge. e.g. leadership.</p>

<p>Clients in the center are provided with three sets of school uniforms, PE uniforms, leather shoes, rubber shoes, six sets of undergarments, and socks every school year. These are replaced as needed.</p> <p>The Social Worker periodically visits the schools where the children are enrolled to check on their school performance and their participation in school activities. This is supplemented by the Status Reports that the schools provide to the Social Worker. The agency is still looking for a school for their MR client.</p> <p>4. Medical/Health, Psychological and Dental Services - upon entry, clients are required to undergo laboratory tests that will establish their physical health condition. Thereafter, clients without special health concerns are provided annual general medical and dental check-ups.</p> <p>Those suffering from illnesses, infections and other health conditions are provided medical attention until they are completely cured.</p> <p>1. Alternative family care - During Christmas vacation, the clients are allowed to stay with foster parents who make them feel loved and cared for. These foster parents are usually the clients' sponsors.</p> <p>2. Socio-cultural - Clients in the center are provided values formation sessions, youth encampments that help them become better rooted in faith.</p> <p>Children and Youth enjoyed their birthday celebration in the center, birthday parties are provided by the agency.</p> <p>3. Daily worship and Sunday service is celebrated regularly as part of their spiritual enhancement.</p>	<p>training, communication, self awareness.</p> <p>Allow the children to visit his/her family at least twice a year and or the family to visit the children and youth in the center and join in the center's activity.</p> <p>Invite the immediate family members of the children and youth in celebrating important moments in their life, e.g. birthday, graduation. That is one way of intervention for the children and youth to feel that they are still part of their family.</p>
<p>V. Physical Structure and Safety</p> <p>1. The principal address of the agency is located at Purok Ilang-ilang II, Silangang Mayao, Lucena City, accessible to all types of land transportation even if it is far away from the town proper of Lucena City.</p> <p>2. The agency owns the following:</p> <ul style="list-style-type: none"> • Three (3) two storey building • Four (4) one storey building for office, clinic, residential house and school with complete amenities • Gym and basketball court, and other sports facilities (table tennis, unicycles, kick-ball area, etc. <p>Dormitory for the boys and girls are separated provided with individual closets to place their belongings; kitchen with complete cooking utensils and paraphernalia. Laundry area is also available in the dormitory. All these facilities are within the more or less one hectare of land owned by the agency.</p> <p>3. The facilities of the center are more than enough to accommodate the existing children and youth and provide comfortable residential care.</p> <p>4. The compound has proper security for the children and youth as it is surrounded by concrete fence with gate.</p> <p>5. The agency ensures that the structural building is safe for the security of all the employees and clients being served. Evidenced by the following safety certificates:</p>	<p>We commend:</p> <ul style="list-style-type: none"> • That the agency maintained the good physical condition of the building for the safety of the clients and employees. • The well organized conducive and clean facilities.

<ul style="list-style-type: none"> • Fire Safety Inspection Certificate No. R04A-065817 dated April 1, 2013; • Certificate of Water Potability issued by the Quezon Medical Center Water Laboratory dated February 5, 2013; • Structural Certification issued by the Office of the Building Official Engineering Office, Lucena City. <p>E. In support for the administrative functions, the agency's office is furnished with tables, chairs, desk top computers and laptops for the use of the staff in their advocacies.</p>	
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Evaluation and Recommendations:

The organization is assessed to be a Social Work Agency which implements social welfare and development programs in a residential setting. However, long term residential care for the abandoned, neglected, surrendered children is not allowed based on the Adoption Law and DSWD's policy on deinstitutionalization of children.

In this regard, the undersigned would like to recommend for the necessary revisions in the Manual of Operation that will be appropriate for the current situation of the agency, which now provides long term residential care for children and youth.

Further, we recommend that the renewal of Sankey Samaritan Mission, Inc.'s Registration and License to Operate be held in abeyance until they have complied with the requirements prescribed by DSWD.

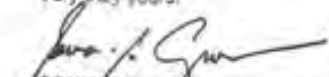
Finally, we recommend that the DSWD Regional Office likewise conduct the exit/ feedback conference as to the results of this monitoring visit conducted by our social workers the soonest time possible.

We are also forwarding the following enclosed documents:

- * 1. Manual of Operation
- 2. Application for the renewal of registration and license *OK*
- 3. Xerox copy of DSWD registration certificate *OK*
- 4. SEC Registration *OK*
- * 5. 2012 Annual Accomplishment report
- 6. List and Profile of Personnel *OK*
- 7. Work and Financial Plan 2013 to 2015 *OK*
- 8. List of clients *OK*
- * 9. List of Governing Board
- 10. 2012 Financial report *OK*
- 11. Social Worker employment certificate *OK*
- 12. Business permit *OK*
- 13. Bacteriological examination of water *OK*
- 14. Fire safety inspection certificate *OK*
- 15. Structural certification *OK*

We hope that this report will be very helpful in the final disposition of the agency's application for renewal of DSWD license. Thank you very much.

Very truly yours,


SONIA S. LEYSON
 PGDH-PSWDC


 SSU/MI/NTA


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