

**MEMORANDUM CIRCULAR NO. 24
SERIES OF 2020**

**AMENDMENT TO MEMORANDUM CIRCULAR NO. 11, SERIES OF 2019
OTHERWISE KNOWN AS "THE REVISED GUIDELINES ON THE
IMPLEMENTATION OF THE ASSISTANCE TO INDIVIDUALS IN CRISIS
SITUATION"**

I. RATIONALE

The Department of Social Welfare and Development (DSWD) continuously implements social welfare and social protection services especially the Assistance to Individuals in Crisis Situation (AICS) to complement the social amelioration programs of the government and to sustain the basic necessities of the families severely affected by the health and socio-economic disruption brought about by the Coronavirus Disease 2019 (COVID-19) health crisis. Since the declaration of a state public health emergency in the entire Philippines, different types of community quarantine measures have been imposed resulting in an increased number of individuals and families seeking assistance from the DSWD for medical, burial, food, transportation and other support services through cash aid.

Consequent to the current economic disruption, the capacity of these individuals and families to provide for their needs is restrained and the gravity of this scenario is expected to be felt more in the coming months because it might take a while before communities can recover economically.

It is on this premise that the DSWD, as the leader in social protection, is enhancing the policy in implementing the AICS as it is expected to cater to the increased volume of clients with more people demanding access to government services as social safety nets, to support their recovery. The "new normal" set-up based on protocols set by the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID) shall likewise be considered in the implementation of the AICS as laid down in this Circular or in other issuance/s of the Department.

II. LEGAL BASES

- A. **Presidential Proclamation No. 922**, Declaring a State of Public Health Emergency Throughout the Philippines.
- B. **Office of the President, Memorandum from the Executive Secretary dated 15 March 2020**, Stringent Social Distancing Measures and Further Guidelines for the Management of the COVID-19 Situation.

- C. **Republic Act (R.A.) No. 11469** or the “Bayanihan to Heal as One Act” and related issuances of the Inter-agency Task Force and the DSWD.
- D. **Republic Act (R.A.) No. 11494** or the “Bayanihan to Recover as One Act” and related issuances.
- E. **Advisory No. 1, Series of 2020**, Guidelines for The Prevention, Control, And Mitigation of the Spread of The COVID-19 In the DSWD Central Office, Field Offices, Other Facilities, Attached and Supervised Agencies.
- F. **Memorandum Circular (MC) No. 11, Series of 2019**, Revised Guidelines on The Implementation of Assistance to Individuals in Crisis Situation.
- G. **Memorandum Circular (MC) No. 11, Series of 2020**, Supplemental to the Revised Guidelines on The Implementation of Assistance to Individuals in Crisis Situation otherwise known as Memorandum Circular No. 11, Series of 2019.

III. OBJECTIVES

This Circular is issued to guide the officials and staff of the Department on the needed enhancements in M.C. No. 11, Series of 2019 as supplemented by M.C. No. 11, Series of 2020. Specifically, it shall:

1. Incorporate and enhance further the enumerated additional distribution schemes in Item V. (Schemes for Assistance to Individuals in Crisis) of M.C. No. 11, series of 2020 for the efficient distribution of AICS in line with the policy;
2. Provide the needed adjustments in the parameters for description and coverage of services, menu and modes of assistance, documentary requirements and other pertinent provisions; and
3. Differentiate AICS, as a regular program of the Department, and the Emergency Subsidy Program -Social Amelioration Program (ESP-SAP) for proper delineation of use of funds.

IV. DEFINITION OF TERMS

The definition of Students-in-crisis is hereby amended to read as:

- “7. **Students-in-crisis** – refers to those who are breadwinners¹ or **working students** or **orphaned/abandoned and/or now living with relatives, children of indigent solo parents** or unemployed parents or indigent Overseas Filipinos (OFs) or persons with disability-in-crisis, or children of rebel returnees or of persons deprived of liberty² or rebel returnees, children with Human

¹ Not limited to those who are considered head of the family to equally minor siblings.

² **Person Deprived of Liberty (PDL)** – refers to a detainee, inmate, or prisoner, or other person under confinement or custody in any other manner”, Rule III, Section 3(u), Revised Implementing Rules and Regulations of Republic Act No. 10575.

immunodeficiency virus (HIV) or those living with parents with HIV, those who are victims of abuse or displacement, or are otherwise in crisis due to human-induced or natural calamities.”

Definition of additional items:

10. **Persons with disability-in-crisis** – shall include persons with disability who are breadwinners or heads of the family, solo parents, living alone, abandoned who are indigent, unemployed or without visible means of support.
11. **Locally Stranded Individuals-** for purposes of this Circular, LSIs shall only cover Filipino citizens (e.g. construction and domestic workers, students, among others) in a specific locality within the Philippines who have expressed intention to return to their place of residence/ home of origin.
12. **Emergency Subsidy Program** - refers to the provision of subsidy of Php 5,000 to Php 8,000, subject to prevailing regional wage rates, sanctioned by R.A. No. 11469. Under Joint Memorandum Circular No. 01, Series of 2020, the **Emergency Subsidy Program is implemented through the various social amelioration programs (SAP) of the national and local government** and for the DSWD, as enunciated in Memorandum Circular No. 09, Series of 2020, the ESP shall be through its SAP in the form of AICS and Livelihood Assistance Grants (LAG). For the first and second tranche subsidy as required by R.A. No. 11469, the DSWD is implementing ESP-SAP to its share of target in the 18 million low-income households under the law.

R.A. 11494 likewise sanctioned the provision of emergency subsidy of Php 5,000 to Php 8,000, subject to prevailing regional wage rates to affected low income families in areas under granular lockdown and to households with recently returned overseas Filipino workers (OFWs).

13. **Client-** refers to the individual or family who actually appeared at the Crisis Intervention Unit (CIU)/Crisis Intervention Section (CIS) or Social Welfare and Development Satellite Office (SWAD) or before the social worker to process the required assistance. The client may be the beneficiary himself/herself or themselves or the authorized representative of the beneficiary. The client is the person/s identified/profiled using the Crisis Intervention Monitoring System (CrIMS) with the proper notation if he/she/they is/are also the beneficiary/ies.
14. **Beneficiary-** refers to the actual recipient of the funds or the benefits of AICS. In the CrIMS, this person is identified as the “beneficiary” while the person claiming the assistance in his/her behalf or his/her authorized representative is labelled as the “client”.

V. PROGRAM DESCRIPTION AND COVERAGE

With the adjusted scheme(s) of delivering the assistance, the description of financial and material assistance, and food assistance under AICS is hereby amended to read:

1. “Financial and Material Assistance- Financial assistance is the provision of monetary support in the form of outright cash, guarantee letter and/or **voucher**

with monetary value to augment the resources of the client (see rates of assistance in Section VII. Implementing Procedures, Item c. Provision of Assistance).

Provided that, material assistance in the form not limited to food packs may likewise be given to clients subject to herein Circular.

2. The assistance is further classified into:

a. Transportation Assistance – xxx xxx xxx

Provided that, the provision of the transportation assistance shall be limited only to clients seeking assistance for the essential travels, authorized in M.C. No. 11, series of 2019, within the Philippines.³

b. Medical Assistance - xxx xxx xxx

In consideration of the COVID-19 pandemic and in anticipation of other possible spread of virus or other diseases, this Circular included adjustments in the provision for medical assistance.

e. **“Food Assistance** – the provision of assistance to clients to meet the need for food and other most basic needs for sustenance. The assistance may be in the form not limited to the following: food packs distribution or outright cash or voucher, as defined in the following:

e.1. Food packs distribution may be given to vulnerable individuals and families in need as those who are unemployed, without family support, *persons with disability-in-crisis*, homeless/ street dwellers or victims of fire incidents, severe drought (*El Niño*), flood or other similar incidents that cause hunger, provided that, the latter may or may not be registered in the official masterlist/certification of internally displaced population issued by the concerned local government unit (LGU). Provided that, there shall be no duplication with that distributed by DRMG for disaster-related incidents.

The contents of the food packs shall be in accordance with the prevailing standard composition recommended by the Nutritionist-Dietitian of the Program Management Bureau (PMB) duly approved by the Undersecretary for Operations. Provided that food packs especially packaged for vulnerable groups, not limited to, older persons, pregnant women and lactating mothers may be given to eligible beneficiaries. Provided further that a guidance notes shall be issued relative hereto.

³ **“a. Transportation Assistance** – the assistance for the purchase or payment of transport (air/sea/land) tickets and/or expenses to enable the client/s to return to his/her/their home provinces permanently or seek further medical interventions in another place, or to attend to emergency concerns such as death, care, or other emergency or critical situations of family members, relatives, or other individuals in need. This includes those that require immediate presence, such as but not limited to, attendance to a court hearing, rescue of abused relative, etc.”

In all cases, food packs, when available, shall be distributed to CIU/S and SWADs.

e.2 Cash Assistance – may be given to eligible clients/individuals who shall include those caring for sick family member/relative in the hospital, persons accompanying a cadaver/deceased, grantees of transportation assistance on their return to their home province or attendance to court hearings, People Who Use Drugs (PWUD) and their families, rescued trafficked individuals, former rebels, distressed OFs, persons with disability-in-crisis or stranded individuals due to emergency situations (such as, but not limited to, human-induced and natural calamities) and alike.

e.2.1 Outright Cash;

e.2.2. Vouchers with monetary value – may include paper, token, or electronic card that can be exchanged for a set quantity or value of goods, denominated either as a cash value (e.g. P200.00) or as predetermined commodities or services (e.g. 6kg of rice). The vouchers are redeemable with pre-selected vendors or stores identified by the DSWD.

f. Cash Assistance for other support services– an assistance in the form of outright cash provided to individuals and families in extremely difficult circumstances in which the need does not fall on the above-mentioned assistance, such as but not limited to, child-victim of online sexual exploitation and other sexual abuse cases, rescued individuals/families against abuse, victim-survivors of violence against women and children, persons living with Human Immunodeficiency Virus (HIV), family and children of people who use drugs (PWUD), *persons with disability-in-crisis*, families of Killed in Action/Wounded in Action uniformed personnel (police and soldiers), repatriated or deported OFs, *locally stranded individuals (LS/s)* rebel returnees, victims of fire, armed conflict and other incidents/occurrence putting those affected in crisis situation, as may be justified by the social worker or through a case consultation/conference.

g. Provision of personal protective equipment (PPE) - In view of the current pandemic, and subject to Section 4 (t) of R.A. 11494, the DSWD may give further support by augmenting the provision of PPE by the Department of Health (DOH) to indigent persons. Thus, individuals and families may be provided with minimal cash assistance to sustain the need for PPE, such as face masks and face shields or basic medicines/vitamins as a form of precautionary support to prevent COVID-19 infection, including its possible spread. Provided that families with COVID-19 positive members or those in areas with high incident of cases, may likewise be entitled to this assistance.

Provided further that the DSWD is not precluded from procuring PPE for distribution to clients, subject to the applicable regulations on procurement.

As needed, clients availing of the AICS services may be provided with comprehensive case management, whereby the assigned social worker collaboratively assesses the needs of the client and his/her family, and arranges, coordinates, monitors, evaluates, and advocates for a package of multiple services listed under herein Circular to meet the specific needs of the client towards improvement. Provided that, the assigned social worker may likewise refer said client to the concerned SWAD or C/MSWDO for the conduct of comprehensive case management or ensure follow through.

VI. DOCUMENTARY REQUIREMENTS FOR ASSISTANCE

The client is required to bring the original or certified true copy of the applicable requirement(s) that are of the latest issue or dated within the period the assistance is being requested, subject to the Guidance issued by the Secretary dated June 10, 2020 on acceptance of "Certification from the Barangay", even not of latest issue, until 31 December 2020. The Guidance was issued in consideration of the pronouncement of the President for the enforcement of stricter quarantine protocols as enunciated in the IATF-EID issued Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines mandating strict home quarantine except for authorized travels or when accessing essential goods and services.

Provided that, the General Intake Sheet (GIS) and Certificate of Eligibility (COE) shall be required in all cases and for all clients and these documents must be kept in either hard or electronic copy. The GIS is considered a confidential document and the safekeeping thereof must conform with the prescribed regulations.

In case an authorization letter from the beneficiary is allowed, the authorization must likewise form part of the documentary requirements.

The documentary requirements for each assistance shall be the same as that stated in M.C. No. 11, series of 2019, subject to the enhancements in types of assistance, viz:

Type	Documents
<i>Transportation Assistance</i>	<p>Any valid identification card of the client/ person to be interviewed; and</p> <ul style="list-style-type: none"> ● Police Blotter; or ● Police Certification (for victims of pickpockets, illegal recruitment, etc.); or ● Other supporting document/s such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena. <p><i>*Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required.</i></p>

<p>Medical Assistance</p>	<p>Any valid identification card of the client/person to be interviewed; and</p> <ul style="list-style-type: none"> ● Case Study Report that the client is in crisis situation issued by the Department social worker, Local Social Welfare and Development Officer or Case Summary issued by the Medical Social Worker, for availment of services more than P5,000.00; ● Medical Certificate or Medical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 months); and ● If payment for hospital bill – Hospital Bill/Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk; or ● If for medicines/assistive devices - Prescription with date of issuance, complete name, signature and license number of the attending physician; or ● If for medical procedures - Laboratory requests with date of issuance, complete name, signature and license number of the attending physician. <p><i>* Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required.</i></p>
<p>Burial Assistance</p>	<p>Any valid identification card of the client/ person to be interviewed; and</p> <ul style="list-style-type: none"> ● Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner, in the absence of a death certificate; and ● Funeral Contract (except for Muslim and Indigenous People performing customary practices); <p><i>For transfer of cadaver:</i></p> <p>Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner, in the absence of a death certificate; and</p>

	<ul style="list-style-type: none"> • Transfer Permit (except for Moro and Indigenous Peoples performing customary practices), if applicable. <p><i>* Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required.</i></p>
<i>Educational Assistance</i>	<p>Any valid identification card of the client/ person to be interviewed; and</p> <ul style="list-style-type: none"> • Enrolment Assessment Form or Certificate of Enrolment or Registration; and • Validated school ID of the student/ beneficiary; and • Statement of Account for College Students, <i>when available. This may not be available for State Universities.</i> <p><i>*Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required.</i></p>
Food Assistance	<p>Any valid identification card of the client/ person to be interviewed; and</p> <p>For individuals and families endorsed in groups:</p> <ul style="list-style-type: none"> • Project proposal; and • Food distribution list <p><i>* Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance may be required.</i></p>
<i>Cash Assistance for other support services</i>	<p>Any valid identification card of the client/ person to be interviewed; and</p> <ul style="list-style-type: none"> • Depending on the circumstance of the client: <ul style="list-style-type: none"> • Police Report or Bureau of Fire Protection (BFP) Report/Certification for fire victims; or • Passport, Travel Document(s), Certification from OWWA or the Barangay or any proof of repatriation by the OF; or • A certification from the Social Worker or Case Manager for rescued clients or <i>is in need of assistance</i>; or • Police Blotter and Social Worker Certificate for Victims of Online Sexual Exploitation of Children or violence against women and children.

	<ul style="list-style-type: none"> • <i>For Locally stranded individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</i> • <i>For all other incidents- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable.</i>
<i>Provision of PPE</i>	<p>Any valid identification card of the client/ person to be interviewed; and</p> <ul style="list-style-type: none"> • RT-PCR Test Result, if applicable; • <i>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as the case may be.</i>

In the absence of a valid identification card, any other record or document that proves the identity of the client or beneficiary, not limited to Barangay Certification or Voter's Certification, may be accepted. Provided that in the absence thereof and under exceptional circumstances, the social worker may be allowed to provide justification for a client or beneficiary who cannot present any proof of identification despite diligent effort.

VII. IMPLEMENTING PROCEDURES

The following procedures shall be followed:

A. Screening and Verification

Upon arrival, the client personally appearing at the CIU/CIS/SWAD shall be assigned with a control number which shall serve as his/her queueing number.

A screening process shall be undertaken by the designated DSWD staff to ensure the completeness and correctness of the documentary requirements. The original or certified true copy of the applicable requirements must be exhibited by the client. The staff shall likewise require an authorization letter from the client if he/she is processing assistance on behalf of a beneficiary who is not his/her relative within the 4th civil degree of consanguinity or affinity.

Complete documentary requirements shall be condition precedent in the processing and release of assistance to a client.

The clients screened to have complete documentary requirements shall be required to fill out the prescribed GIS and shall undergo verification through the CrIMS or any existing database system that shall be employed for all clients.

Provided that under the "new normal", clients seeking assistance may be allowed to submit the request and the needed documentary requirements through the electronic mail of the Crisis Intervention Unit/Section/Social Welfare Assistance Desks, for purposes of remote assessment. The detailed process relative hereto will be laid down in a Guidance Notes by the concerned Bureau, approved by the Cluster Head.

B. Assessment

The assessment is done through the interview of the client by the assigned social worker. As a rule, the client is required to personally appear before the social worker to do the assessment but in view of the current quarantine protocols and under the "new normal" scenario, the social worker may opt to do **remote assessment through telephone or video conferencing**, especially for some clients with particular imposed restrictions, not limited to senior citizens, persons with disability, those with comorbidity/ies or those with received report/s of being under the COVID-19 "case definition notifications"⁴, LSIs or those in areas under lockdown. Remote assessment may also be employed for clients who are physically impossible to personally appear due to safety restrictions. To aid in the remote assessment, the interviewing social worker shall require the client to submit the documents through electronic mail so the review can be facilitated.

The eligibility of the client to avail of the services shall be determined during the interview and scrutiny of the supporting documents presented. The social worker shall discern the capacity of the family to address the problem by looking keenly on the available resources that the family could access or utilize. The assessment of the social worker shall be the basis for the recommendation and will be indicated in the social case summary which can also be written in the GIS or a separate document (i.e. certificate of eligibility). The client who may be assisted using psychosocial intervention must be attended to by the social worker with the tenet(s) of the applicable intervention as guide.

During the assessment, the social worker attending to the client may do coordination with partners such as, but not limited to, hospital conduction, medical services, and coordination for billing discounts. This is employed to assist the social worker in determining the appropriate assistance.

C. Provision of Assistance

The enhancement as to provision of assistance is amended as follows:

- 1. The type and rates of assistance shall be as follows:**

⁴ The new categories or "case definitions for notification" based on the guidelines issued by the World Health Organization (WHO) are "**Suspect case, Probable case** (previously Persons Under Investigation or "PUI" and **Confirmed case**).

Type	Particulars	Cost of Assistance		Frequency of Availment ⁵
		Minimum	Maximum	
Transportation Assistance	Land Travel	Actual Cost based on ticket quotation		Once a year
	Sea Travel			
	Air Travel			
Medical Assistance	Hospitalization or hospital bill	1,000.00	150,000.00	Once every three months
	Medicines (Out-patient)	1,000.00	10,000.00	Once every three months
	Laboratory Procedures (Out-patient)	1,000.00	10,000.00	Once every three months
Burial Assistance	Funeral Expenses	5,000.00	25,000.00	<i>One client may avail of one or two services at the same time (i.e. Funeral and transfer of cadaver)</i>
	Transfer of Cadaver	5,000.00	25,000.00	
	Casualties during disaster/ calamity		10,000.00 per casualty	
Educational Assistance (2 children per family and 3 children for solo parent)	Elementary students	1,000.00	10,000.00	Once every school year
	High school students	1,500.00	10,000.00	
	Senior High School or College students	3,000.00	10,000.00	Once every semester (varies per region)

⁵ The frequency of availment prescribes the limit on the number of times a client may avail of a particular type assistance at a given period and this should **NOT** be interpreted as giving the client the privilege/premium to claim the assistance repeatedly as the period comes. Even a perennial or repeat client (as those with maintenance medications) will undergo assessment every time he/she requests for assistance.

Food Assistance	Food subsidy for individuals/families	1,000.00	5,000.00	As needed, subject to assessment
Cash Assistance for other support services	Other needs	1,000.00	10,000.00	Once for every applicable incident
Provision of PPE		1,000.00	2,000.00	Once every three months

The above schedule shall not prohibit the social worker from:

- a. Recommending a higher amount, subject to his/her assessment and justification of the client's circumstances as stated in the Social Case Study Report (SCSR). Provided that the kind of assistance shall be validated by the CIU Head and approved by the proper authority as indicated in Item 3, Approving Authority;
- b. Recommending the provision of a **series of assistance that can be simultaneously or successively given**, subject to his/her assessment and justification of the client's circumstances, especially those that may take time before recovery, which shall be validated by the Head of the Unit/Service and approved by the proper authority as indicated above. The provision of series of assistance shall be subject to the following conditions:
 - b.1 The series of assistance assessed and recommended by the social worker may be given **successively**, but in no case shall a single form of assistance be given in installment;
 - b.2. The series of assistance, except as stated in the succeeding paragraph (2.3), may be given **simultaneously**;
 - b.3 Cash assistance for other support services and Food assistance may **not be** provided together or simultaneously or successively **EXCEPT** for victims of calamities, fire incidents, armed conflicts or other similar incidents that may include those which may cause the displacement of families or individuals. Provided that, that this may likewise be provided to victims of abuse.
- c. Recommending an adjusted rate or frequency of availment of medical assistance for COVID-19 related medical conditions, during the **State of Public Health Emergency or other medical conditions (i.e. clients diagnosed with chronic diseases with kidney ailment undergoing dialysis, and those cancer patients undergoing chemotherapy) during a State of Calamity in some areas declared by the National Government**. For these cases thus, hospitalization, medicines and laboratory procedures (for out-

patient) may be provided once a month or as may be warranted with the rate of assistance not exceeding the ceiling provided for each availment, based on the assessment and justification by the social worker as validated and approved by the CIU Head and proper authority, respectively. Provided that, every availment shall be supported with the complete documentary requirement of the client.

These rates of assistance may be reviewed and adjusted from time to time, subject to the approval of the Secretary.

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2. Modes of Assistance

The provision on modes of assistance is hereby amended to include outright cash and/or **voucher of monetary value**, guarantee letter and food based transfers/**food packs distribution**, viz:

a. Outright Cash

For the assistance of P10,000.00 and below, the entitled client may claim it from the designated disbursing officer within the day depending on the availability of funds. Depending on the assessment, the social worker may propose the *provision of outright cash* to clients who are determined to be better assisted therewith because of their circumstances such as but not limited to clients who will be travelling through several modes of transport, caring for the sick and others, in need of prescription drugs or otherwise.

For payouts conducted by SWAD, assistance to clients shall be released within five (5) working days."

b. Voucher with Monetary Value

For the assistance of P10,000.00 and below, and depending on the assessment, the social worker may also propose the *provision of voucher*, if such would be the better option for the clients.

c. Guarantee Letter xxx

d. Food Packs

Consistent with the amendment on provision of food assistance, food packs distribution shall be included in the menu. Clients provided with food packs shall be required to sign the Relief Distribution Sheet (RDS).

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Provided that the various modes of assistance may be provided simultaneously or successively, as applicable.

3. Approving Authority

The following provision is hereby amended to reflect the range of financial assistance and the authorized approving official or his/her alternate, viz:

Amount	Field Office	Central Office
Up to 20,000	CIU/ CIS Head/ SWAD Team Leader	CIU/CID Head
P20,001– P50,000	Division Chief	Chief of Crisis Intervention Division or Chief of other designated Division
P50,001– P75,000	Assistant Regional Director (ARDA in the absence of ARDO)	Bureau Director of PMB/Designated Office or alternate based on succession order
P75,001– P100,000	Regional Director	Assistant Secretary for Statutory Programs/Designated Cluster or alternate based on succession order
P100,001–P150,000		Undersecretary for Operations/Designated Cluster Head or alternate based on succession order
Above P150,000	Secretary or Designated OIC	Secretary or Designated OIC

4. Release of Assistance

The assistance shall be released to the clients who appear personally before the CIU/CIS/SWAD. For beneficiaries/clients that were subjected to remote assessment, the original or certified true copy of the applicable requirements must be exhibited before the social worker for verification as a precondition for the release of assistance.

Provided that the printed and signed guarantee letter or voucher with monetary value shall be handed over to the clients, with the needed acknowledgment receipt. Provided however that the DSWD in its engagement with service providers is allowed use facilities or platforms for the electronic transmission of its guarantee letter or voucher in exchange for service/s from the service providers, subject to applicable control or security measures, especially under the "new normal" scheme.

Herein Implementing Procedures shall not preclude the Department from implementing a fully digitized process that is more convenient and suitable in providing financial and other assistance to its clients.

VIII. PAYMENT SCHEMES

The enhancement as contained in MC No. 11, Series of 2020 or the "Supplemental to the Revised Guidelines on the Implementation of Assistance to Individuals in Crisis Situation otherwise known as MC No. 11, Series of 2019 of the schemes for provision of assistance is hereby further supplemented to read as follows:

"The DSWD, in the distribution of AICS, may resort to the most expeditious means which may include any of the following:

1. Direct cash payouts;
2. Payment through electronic or digital means;
3. Cash card payments;
4. Transfer of funds to other National Government Agency/ies or LGU/s;
or
5. Any other mode to expedite the distribution of assistance.

Provided that fund transfer to LGU shall only be resorted to within the context of the R.A. No. 11494 or the authority⁶ given by the President to the DSWD. Provided that, a Memorandum of Agreement shall be executed prior to transfer of funds.

The transfer of funds to LGUs as a scheme of delivery of AICS shall automatically be prohibited without need of an amendment to herein Circular on the date R.A. No. 11494 expires or the authority from the President is lifted/withdrawn.

The other schemes of delivery of assistance such as payment through digital or electronic means or cash card payments shall be implemented simultaneously with other available mechanisms to ensure efficient delivery of service. Provided that, the execution of implementing guidelines or memoranda of agreement with partner financial intermediaries may be resorted to.

IX. DISTINCTION OF ESP-SAP AND REGULAR AICS

The ESP through the DSWD SAP which is the provision of subsidy of Php 5,000 to Php 8,000, subject to prevailing regional wage rates and sanctioned by R.A. No. 11469 and R.A. No. 11494 is different from the AICS which is being implemented as a regular program of the Department by virtue of DSWD MC No. 11, series of 2019.

Being different programs, the AICS is implemented to complement the ESP so that a beneficiary, depending on the circumstance and subject to assessment by the social

⁶ Transfer of funds to LGU is only allowed in areas under the enhanced community quarantine or in other circumstances as may be allowed.

worker, is not prohibited from availing any assistance under the regular AICS program despite having received the subsidy under ESP-SAP.

Provided that the provision of emergency subsidy under R.A. No. 11494 shall be in accordance with M.C. No. 22, series of 2020 while the provision of AICS shall continuously be governed by M.C. No. 11, series of 2019, as amended herein.

X. MISCELLANEOUS PROVISIONS

Consistent with the implementation of the provisions of R.A. No. 11463 otherwise known as the "Malasakit Centers Act", clients confined at hospitals with established Malasakit centers shall be enjoined to process requests for assistance thereat instead of going to the CIU/S or SWADs.

In this regard, the assigned social worker has the option to refer/endorse said clients to the Malasakit center of the concerned hospitals for the processing of the requested assistance.

Provided that the operationalization of R.A. No. 11463 shall be governed by its Implementing Rules and Regulations (IRR) and joint implementing guidelines that will be issued therefor.

XI. REPEALING/AMENDMENT CLAUSE

This Circular repeals M.C. No. 11, Series of 2020 and amends the provisions of M.C. No. 11, Series of 2019 that are inconsistent herewith. The provisions of M.C. No. 11, Series of 2019 shall thus remain in effect, unless specifically and expressly amended herein.


XII. EFFECTIVITY CLAUSE

This Circular shall take effect immediately upon signing and shall be in full force and effect until repealed.

Signed on the 19 day of October 2020, in Quezon City.


ROLANDO JOSELITO D. BAUTISTA
Secretary

Certified True Copy:


21 OCT 2020
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