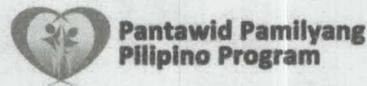


RAMD



FOR : REGIONAL DIRECTORS
FIELD OFFICE I – XII, CARAGA, NCR, CAR

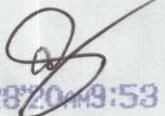
ATTENTION : REGIONAL PROGRAM COORDINATOR
Pantawid Pamilyang Pilipino Program

FROM : THE NATIONAL PROGRAM MANAGER
Pantawid Pamilyang Pilipino Program

SUBJECT : APPROVED GUIDANCE NOTE FOR BENEFICIARY
TRACKING REPORT (Offline) VERSION 2 FOR
PANTAWID PAMILYANG PILIPINO PROGRAM

DATE : JULY 22, 2020

RAMD JUL 28 2020 19:53

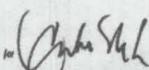


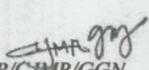
This is to share with you the approved Guidance Note for Beneficiary Tracking Report (BTR) Version 2 for Pantawid Pamilyang Pilipino Program for your information and reference in handling noncompliant household beneficiaries to program conditions.

In the said version 2 of BTR (Offline) enhanced the identified reasons for non-compliance to program conditions (Education, Health Center Visit, and FDS), synchronize terminologies of reasons for non-compliance used with the existing activities and processes of other concerned OBSUs, re-arrange the codes of reasons for noncompliance that shall be reflected and be used in the BTR Module, set category for the action taken processes to household cases, and include the different existing referral pathways that might serve as reference for the immediate or timely interventions to noncompliant Pantawid beneficiaries. Further, the enhanced BTR Module will be then followed after this approved guidance note.

Collaboration of activities and processes of all concerned divisions or field implementers must observe to ensure that the effective action taken/interventions needed by the noncompliant household beneficiaries are timely executed or served.

For further details and information please email to 4ps-cvd@dswd.gov.ph.


DIR. GEMMA B. GABUYA


DGBG/DVFR/CJMR/GGN

PANTAWID PAMILYANG PILIPINO PROGRAM
NATIONAL PROGRAM MANAGEMENT OFFICE

MEMORANDUM

FOR : **DIR. GEMMA B. GABUYA**
National Program Manager
Pantawid Pamilyang Pilipino Program

THRU : **DIR. VENUS F. REBULDELA**
Deputy Program Manager for Operations
Pantawid Pamilyang Pilipino Program

FROM : **THE DIVISION CHIEF**
Compliance Verification Division
Pantawid Pamilyang Pilipino Program

SUBJECT : **GUIDANCE NOTE FOR BENEFICIARY
TRACKING REPORT (Offline) VERSION 2 FOR
PANTAWID PAMILYANG PILIPINO PROGRAM**

DATE : **July 17, 2020**

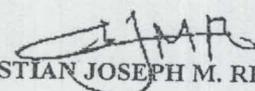
This is to seek for your approval on the Guidance Note for Beneficiary Tracking Report (Offline) Version 2 for Pantawid Pamilyang Pilipino Program.

In the said version 2 of BTR (Offline) enhanced the identified reasons for noncompliance to program conditions such as Education, Health Center Visit, and Family Development Session (FDS); synchronize terminologies of reasons for noncompliance used with the existing activities and processes of other concerned OBSUs; re-arrange the codes of reasons for noncompliance that shall be reflected and be used in the BTR Module; and set categories for the action taken processes to household cases that might serve as reference for the immediate or timely interventions to noncompliance Pantawid beneficiaries. Further, the guidance note will support to make sure that there will be no overlapping activities that may cause other operational costs to Field Offices and to other OBSUs.

Per instructions in the said guidance note released last May 15, 2020, a memorandum issued in June 15 for the last inputs and recommendations from Mancom members. In addition, series of meetings and workshops thru google meet conducted last June 22, 25, 29 and July 2, 2020.

After the consolidated inputs, recommendations and agreements from the Mancom members and its representatives, we are now submitting the Revised Guidance Note for BTR Version 2 for Pantawid Pamilyang Pilipino Program for your approval.

Thank you.


CHRISTIAN JOSEPH M. REGUNAY


CHRISTIAN JOSEPH M. REGUNAY


DGBG/DVFR/CJMR/GGN

PANTAWID PAMILYANG PILIPINO PROGRAM
NATIONAL PROGRAM MANAGEMENT OFFICE

MEMORANDUM

FOR : **DIR. GEMMA B. GABUYA**
National Program Manager
Pantawid Pamilyang Pilipino Program

THRU : **DIR. VENUS F. REBULDELA**
Deputy Program Manager for Operations
Pantawid Pamilyang Pilipino Program

FROM : **THE DIVISION CHIEF**
Compliance Verification Division
Pantawid Pamilyang Pilipino Program

SUBJECT : **GUIDANCE NOTE FOR BENEFICIARY
TRACKING REPORT (Offline) VERSION 2 FOR
PANTAWID PAMILYANG PILIPINO PROGRAM**

DATE : **July 17, 2020**

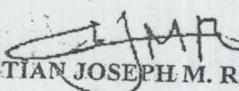
This is to seek for your approval on the Guidance Note for Beneficiary Tracking Report (Offline) Version 2 for Pantawid Pamilyang Pilipino Program.

In the said version 2 of BTR (Offline) enhanced the identified reasons for noncompliance to program conditions such as Education, Health Center Visit, and Family Development Session (FDS); synchronize terminologies of reasons for noncompliance used with the existing activities and processes of other concerned OBSUs; re-arrange the codes of reasons for noncompliance that shall be reflected and be used in the BTR Module; and set categories for the action taken processes to household cases that might serve as reference for the immediate or timely interventions to noncompliance Pantawid beneficiaries. Further, the guidance note will support to make sure that there will be no overlapping activities that may cause other operational costs to Field Offices and to other OBSUs.

Per instructions in the said guidance note released last May 15, 2020, a memorandum issued in June 15 for the last inputs and recommendations from Mancom members. In addition, series of meetings and workshops thru google meet conducted last June 22, 25, 29 and July 2, 2020.

After the consolidated inputs, recommendations and agreements from the Mancom members and its representatives, we are now submitting the Revised Guidance Note for BTR Version 2 for Pantawid Pamilyang Pilipino Program for your approval.

Thank you.


CHRISTIAN JOSEPH M. REGUNAY


DGBG/DVFR/CJMR/GGN

BENEFICIARY TRACKING REPORT (BTR)

Guidance Note for Beneficiary Tracking Report (Offline) Version 2 for Pantawid Pamilyang Pilipino Program

I. RATIONALE

The Department of Social Welfare and Development (DSWD) is the lead implementing agency of the Pantawid Pamilyang Pilipino Program known as the Conditional Cash Transfer (CCT) Program. The 4Ps serves as the national poverty reduction strategy and a human capital investment program that provides conditional cash transfer to poor households for a maximum of seven (7) years, to improve the education, health and nutrition aspect of their lives to break the inter-generational cycle of poverty.

The Beneficiary Tracking Report (BTR) is a mechanism that has been employed by the program. This report enables the field implementers to efficiently and effectively monitor beneficiaries who failed to comply with the set conditions and engage them with appropriate interventions that foster better compliance to help them maximize the program benefits and subsequently qualify them for cash grants.

As part of our goal to continuously improve program implementation, we have innovated in the previous years here are some of the major enhancements: we established standardized codes for the reasons for non-compliance; and developed and deployed BTR offline module nationwide.

The purpose of this guideline is to document actual reasons for household's/members' noncompliance to program conditions as well as guide our field implementers in providing the appropriate intervention. This guideline will also help produce a standardized report that would contribute to an improved Pantawid Program operation responsive to the needs and interests of the beneficiaries.

II. LEGAL BASIS

The Republic Act (RA) No. 11310 or the Act Institutionalizing the Pantawid Pamilyang Pilipino Program (4Ps) declares that the State *shall promote a just and dynamic social order thereby uplifting its citizens and marginalized sectors from poverty through policies that provide adequate social services, promote full employment, a rising standard of living, and improved quality of life for all*¹.

Under the same R.A. 11310, in Section 3, Compliance Verification is referred to as the checking and monitoring undertaken to ensure that the qualified household-beneficiaries comply with conditions for entitlement set forth by the Pantawid Pamilyang Pilipino Program.

¹ Implementing Rules and Regulations of Republic Act No. 11310 or Act Institutionalizing the Pantawid Pamilyang Pilipino Program. Section 2. (2019)

BENEFICIARY TRACKING REPORT (BTR)

III. OBJECTIVES

- To streamline and improve the program processes and operation about the capturing of underlying reasons, and provide intervention for noncompliant beneficiaries in the region;
- To have a standard database for the BTR applied in the regions, provinces, and municipalities;
- To provide access to data encoding to areas with slow, limited, and intermittent internet connection;
- To monitor the actions taken/ interventions needed by the concerned households;
- To guide field implementers in handling non-compliant cases that need to be validated, assessed, and referred to other agencies for the resolution in handling non-compliant household cases.

IV. SCOPE AND COVERAGE

This guideline will be used in monitoring all noncompliant beneficiaries to program conditions. The validated reasons for non-compliant beneficiaries will be captured and documented properly. The actions taken by the Field Offices will also be monitored and evaluated to continuously guide and direct field staff in providing the needed intervention. This activity will be done periodically after the encoding of compliance data of the beneficiary during the encoding and approval of CV forms.

V. DEFINITION OF TERMS

- BTR Module – is an offline module used to monitor and record the validated reasons for noncompliance of beneficiaries to program conditions as well as the actions taken or interventions to household cases.
- Case Management – refers to a process used by the DSWD to enable the qualified household-beneficiaries to improve their functioning by dealing with their difficulties specifically in complying with the terms of the program (*R.A. 11310 Section 3.b*). It shall refer to a mutually agreed process of assessing, planning, managing, coordinating and advocating for services and other interventions towards improving the well-being of households using the Social Welfare and Development Indicator (SWDI) and other related tools.
- Case Referral Pathways – mechanism established in the Program to link and refers urgent cases requiring immediate intervention such as reporting and litigation, protective custody, medical and psychological support among others.

BENEFICIARY TRACKING REPORT (BTR)

- File Transfer Protocol (FTP) – is a standard network protocol used for the transfer of computer files between a client and server on a computer network which is designated to Field Offices for the BTR Data Report.
- Merging of Data – refers to the process wherein users combine or merge different report data validated and encoded by the C/ML.
- Managed – a category under action taken/intervention processes that all activities in addressing the noncompliant household beneficiary are conducted within the DSWD management.
- Referred - is when the household case is formally endorsed by the field implementers outside the DSWD management that could best provide to noncompliant household beneficiary the intervention and the needed services.

VI. IMPLEMENTING MECHANISM

A. Criteria in Identifying Reasons for Non-Compliance to Program Conditions

The criteria in identifying reasons for non-compliance of the beneficiaries to program set conditions is to familiarize the field implementers with all the reasons and codes to guide them during the validation of household cases. The field implementers should ensure proper and correct identification of reasons and codes for accurate provision of actions taken and intervention. The reflected data input in the BTR module will also serve as reference to flag the field implementers and other concerned staff to address the case/situation and manage the household beneficiary to comply with the program conditions. *(See Annex A for the standardized codes of reasons for non-compliance, description, expected output and responsible person shall be followed accordingly).*

B. Criteria of Action Taken/Intervention Processes

The validated reasons for non-compliance to the program's set conditions captured by the C/ML shall be discussed with SWO III or Provincial Link for appropriate intervention. This may include home visit, updating of the information of the beneficiary, focus group discussion and application of the case management for the concerned household.

The criteria for the action taken/intervention processes are the following to be encoded in the BTR Module:

1. **Managed** - Under this category, all activities are conducted within the DSWD management. This consists of the validation of captured cases, initial interviews with the household/client, or the complainant utilizing the general Intake Sheet. The C/ML then has to process the necessary interventions or services.

BENEFICIARY TRACKING REPORT (BTR)

Cases are considered managed if such actions as but not limited to: (1) the case is referred to C/ML for case management process; (2) liaise with systems focal for system related issues; (3) coordinated with GRS focal for Grievance related concerns (4) coordinated Institutional Partnership focal for the supply-side related concerns. *(Please refer to Annex A)*

2. Referred - is when the case is formally endorsed by the City/Municipal Link or by the Social Welfare Officer III and/or to Provincial Link and be coordinated with the LGU and/or to other stakeholders or facilities that could best provide the intervention and the needed services.

A separate guideline on 4Ps Social Case Management shall provide detailed information related to internal endorsements, assessment, implementation of intervention plan through accessing services within and outside the Department, and role delineation among the members of the social service workforce through a multi-disciplinary approach.

C. Procedures for the validation, encoding, and Generation of BTR Data

The following activities are done every monitoring period:

Steps	Assigned Staff	Activities
1	Regional Information Technology Officer (RITO)	- Generate Baseline Data. This activity shall be done after the RDs approval of encoded CV Forms for the monitoring period. The RITO will be the Lead person while the RCVO is the alternate focal to do this activity/task.
	Regional CVS Focal (RCVO)	- Ensures completeness of downloaded List of Non-Compliant within the prescribed period of downloading of data. - Ensure that the data or List of Non-Compliant beneficiaries is segregated per Province.
2	Regional Program Coordinator (RPC)	Transmittal of Data to Provinces. This is the approval of the RPC, ensuring that the downloaded baseline data is complete and ready to transmit to Provinces.
3	Provincial Link (Prov Link)/Social Welfare Officer III (SWO III)	Transmittal of Data to City/Municipalities. This is the approval of the Provincial Link or the Social Welfare Officer III in the absence of Provincial Link in the area, ensuring that the data is ready to transmit to the assigned City/Municipal Link per City/Municipality.
Steps	Assigned Staff	Activities

BENEFICIARY TRACKING REPORT (BTR)

4	Cluster CVS Focal Officer (CCVO)/Provincial Computer	The CCVO or the PCMT will send the non-compliance data to City/Municipal Link for validation.
5	Maintenance Technologist (PCMT) City/Municipal Link (C/ML)	<ul style="list-style-type: none"> - C/MLs shall locate the concerned beneficiaries to identify the reason for non-compliance to program conditions. - C/ML will encode the validated reasons and interventions. C/ML may delegate the encoding, generation and uploading of encoded data to the Social Welfare Assistant (SWA). However, the C/ML will be accountable for the timeliness and quality of the BTR data. - Ensuring the beneficiaries to comply with the program conditions and provision of necessary interventions or case management. - C/ML or SWA shall submit the encoded data for their assigned city/municipality to the assigned Lead C/ML.
6	Lead C/ML	<ul style="list-style-type: none"> - Lead C/ML will generate uploaded data from different city/municipality submitted by the C/ML or SWA for merging. - Lead C/ML will transmit the merged data to CCVO/PCMT.
7	Cluster CVS Focal (CCVO)/Provincial Computer Maintenance Technologist (PCMT)	<ul style="list-style-type: none"> - The CCVO or the PCMT will merge all encoded data submitted by the Lead C/ML within the Cluster or Province. - CCVO or PCMT will generate merged data to be submitted to Provincial Link or SWO III.
8	Provincial Link (Prov Link)/Social Welfare Officer III (SWO III)	Transmittal of Data to City/Municipalities. This is the approval of the Provincial Link or the Social Welfare Officer III in the absence of Provincial Link in the area, ensuring that the data is ready to transmit to Field Office.
Steps	Assigned Staff	Activities

BENEFICIARY TRACKING REPORT (BTR)

9	Regional CVS Focal (RCVO)	Merge BTR Data from Provinces/Cluster. Periodically generates BTR data file and Upload the file to the assigned FTP folder for the OBTR provided by the NPMO. Uploading of NPMO data file per Period to OBTR NPMO website. Regularly uploads NPMO data file once new encoding updates is available.
10	Regional Program Management Office (RPMO)	Generate BTR Data Result for reporting, monitoring the status of validated reasons, interventions, and the progress of case management as the need arises.

VII. MONITORING AND EVALUATION

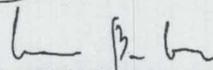
All concerned staff from the City/Municipal, Provincial, Regional and National level shall closely collaborate to ensure that the household cases are properly managed to strengthen the monitoring ensuring the appropriate intervention or services are timely delivered. The BTR report shall become the basis for data analysis, planning and decision making and will be shared to program partners, and other stakeholders in accordance with the Data Sharing Protocol of the Department.

VIII. REPEALING, TRANSITORY AND EFFECTIVITY CLAUSES

Let copies of this Guidance Note for Beneficiary Tracking Report Version 2 are distributed to the Pantawid Pamilyang Pilipino Program Management Office and to the Field Offices to certify strict compliance. Any previous issuances inconsistent with this document are hereby superseded.

Approved this ____ of _____, 2020 shall take effect immediately.

Approved Disapproved



DIR. GEMMA B. GABUYA
 National Program Manager
 Pantawid Pamilyang Pilipino Program

ANNEX A. Standardized Codes of Reasons for Non-compliance

STANDARDIZED CODES OF REASONS FOR NON-COMPLIANCE TO PROGRAM CONDITIONS						
Code in the BTR Module			Reason for Non-Compliance	Description	Expected Output	Responsible Persons
Education	Health Center Visit	FDS				
1	1	n/a	Civil Disturbance	A person who is a victim commits violence and disorder prejudicial to the public law and order. It includes acts such as riots, acts of violence, insurrections, unlawful obstructions or assemblages, or other disorders prejudicial to public law and order.	Case Management conducted following the existing guideline	GAD/Case Management/ FDS Focal
n/a	n/a	1	Conflict with Livelihood	Grantee not able to attend scheduled FDS due to economic/livelihood activity.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
2	2	2	Contested Compliance	Beneficiary claims that they are in fact complying to program conditions	Validated actual compliance of the beneficiary and processed retroactive payment, if applicable.	GRS/CVS Focal
3	n/a	n/a	Emotionally Vulnerable	Children beneficiary is not yet ready to be in a school environment.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
n/a	3	n/a	Conflict with livelihood of pregnant beneficiary	Pregnant women not able to visit health facility due to economic activity	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
n/a	n/a	3	Jailed	Parents/Guardian confined in correctional facility or penal institution.	Case Management conducted following the existing guideline	BDM/GAD/FDS/ Case Management Focal
4	n/a	n/a	Family Care	Beneficiary has to provide personal care to other family member.	Updated Profile of the Beneficiary Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
n/a	4	n/a	Conflict with the Health Worker	The beneficiary did not visit health facility due to personal conflict with the health service provider.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
n/a	n/a	4	Misbehavior of beneficiaries – pawning of cash card/loan collateral	A household beneficiary validated of in appropriate utilization of the grants by cash card pawning and/or collateral and selling of Cash Cards and/or Pantawid Pamilya IDs.	Follow Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances Case Managed following the existing procedures on Misbehavior of beneficiary - pawning of cash card/loan collateral	GRS/Case Management Focal

ANNEX A. Standardized Codes of Reasons for Non-compliance

n/a	n/a	4.1	Misbehavior of beneficiaries - Collection of any kind	A household Beneficiary who obtained money or anything of value through the abused of one's position or authority in the locality. A Pantawid beneficiary that tricks/deceives a co-Pantawid beneficiary in the form of collecting money or anything of value and used the program as the reason is also covered by this category.	Follow Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances Case Managed following the existing procedures on Misbehavior of beneficiary - Collection of Any Kind	GAD/ Case Management Focal
n/a	n/a	4.2	Misbehavior of beneficiaries - Gambling/Vices	A household beneficiary validated of inappropriate utilization of the grants by engaging in gambling activities and other vices. Vices may be defined as excessive and continuous intake of indigenous or non-indigenous alcoholic drinks which affects the compliance of the household/members to the conditions of the program.	Case Managed following the existing procedures on Misbehavior of beneficiary - gambling/vices	GRS/GAD/FDS/ Case Management Focal
5	5	5	Lack or Loss of Interest	The household member beneficiary refused to go to school or visit Health facility during the scheduled check-up or attend FDS session.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
6	6	6	Gender-Based Violence Cases: As perpetrated within a family/household by a member in intimate relationship		Case Management conducted following the existing guideline	GAD/GRS/FDS/ Case Management Focal
6.1	6.1	6.1	Physical Violence	Pertaining to acts of abuse that include bodily or physical harm as defined in RA 9262.	Follow Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances	
6.2	6.2	6.2	Sexual Violence	Pertaining to an act of abuse which is sexual in nature, committed against a woman or her child. It includes, but is not limited to: rape, sexual harassment, acts of lasciviousness, treating a woman or her child as sex object or any other acts as defined in RA 9262.		
6.3	6.3	6.3	Psychological/Emotional Violence	Refers to acts or omissions causing or likely to cause mental or emotional suffering of the victim such as but not limited to intimidation, harassment, stalking, damage to property, public ridicule or humiliation, repeated verbal abuse and mental infidelity as defined in RA 9262.	Case Management conducted following the existing guideline Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline	GAD/GRS/FDS/ Case Management Focal

ANNEX A. Standardized Codes of Reasons for Non-compliance

6.4	6.4	6.4	Economic Abuse	Refers to acts that makes or attempt to make a woman financially dependent which includes, but is not limited to any other acts as defined in RA 9262.	Case Management conducted following the existing guideline Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline	GAD/GRS/FDS/ Case Management Focal
6.5	6.5	6.5	Multiple Abuse	Refers to an experience of a combination of two or more forms of abuses as mentioned such as physical abuse, sexual abuse, psychological or emotional abuse, and/or economic abuse.	Case Management conducted following the existing guideline Follow Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances	GAD/GRS/FDS/ Case Management Focal
7	7	7	Gender Vulnerabilities	Refer to a situation where men and women/ boys and girls could be differently affected by risks, shocks or stresses generally brought about by poverty and by especially difficult circumstances, and which may also differently diminish their capacity to cope, resist, recover, or reintegrate back to stable or functional condition. Such is also multi-dimensional especially when vulnerability intersects with variables such as ethnicity, age, and other factors.	Case Management conducted following the existing guideline Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline	GAD/GRS/FDS/ Case Management Focal
7.1	7.1	7.1	Solo Parent	Any individual who falls under any categories defined in RA 8972, an act providing for benefits and privileges to Solo Parents and their children, appropriating funds therefor and for other purposes, also known as the Solo Parents' Welfare Act of 2000.	Case Management conducted following the existing guideline Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline	GAD/GRS/FDS/ Case Management Focal
7.2	7.2	7.2	Victim of Harmful Traditional Practices	Refers to an individual who has experienced or experiencing forms of violence which have been committed primarily against women and girls in certain communities and societies, and which are considered, or presented by perpetrators, as part of accepted cultural practice.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guideline	GAD/GRS/FDS/ Case Management Focal

ANNEX A. Standardized Codes of Reasons for Non-compliance

7.3	7.3	7.3	Drug Surrenderer/s	An individual or group of drug dependents who have surrendered to government authorities in light of the nationwide war against illegal drugs.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guideline	GAD/GRS/FDS/ Case Management Focal
7.4	7.4	7.4	Families Affected by Armed Conflict	Refer to those who are or who had been facing or being trapped between two parties over contested incompatibility, where armed forces are used or employed, and where one of the parties is the government or a state.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline	GAD/GRS/FDS/ Case Management Focal
7.5	7.5	7.5	Families Affected by Disaster	Families affected by disaster placed in evacuation center, placed in Temporary Shelter, or placed in a relocation site.	Case Management conducted following the existing guideline	
7.5.1	7.5.1	7.5.1	Placed in Evacuation Center			
7.5.2	7.5.2	7.5.2	Placed in Temporary Shelter			
7.5.3	7.5.3	7.5.3	Placed in a Relocation Site			
7.6	7.6	7.6	Person with Disability (PWD)	Includes those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.	Case Management conducted following the existing guideline	BDM/FDS/GAD / Case Management Focal
7.7	7.7	n/a	Early Pregnancy/Early Fatherhood	Referred to as adolescent or early pregnancy in the case of a female, or having impregnated someone during the adolescent phase, in the case of a male. By "early", "teenage" or "adolescent" refers to the age of below 20 years old.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guideline	GRS/GAD/FDS/ Case Management Focal
7.8	7.8	n/a	In early common-law relationship or co-habitation	Refers to an adolescent male or female who is in the state of living together without being married.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
7.9	7.9	n/a	Child At Risk	A child who is physically, emotionally, or psychologically in danger of failing to thrive, develop or progress as a result of diverse economic, environmental, and geographical factors.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
7.10	7.10	n/a	Child in Conflict with the Law (CICL)	Refers to a child below 18 years of age who is alleged as, accused of, or adjudged as, having committed an offense under Philippine Laws.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
7.11	n/a	n/a	Child Work	Is work allowed or permitted to be performed by a child	Case Management conducted	GAD/FDS/ Case

ANNEX A. Standardized Codes of Reasons for Non-compliance

				under certain conditions. A child below 15 years old can be permitted to work if he/she is under supervision by family senior/parents provided that the child works directly under the sole responsibility of his/her parents or legal guardian and where only members of his/her family are employed; the child's employment does not endanger his/her life, safety, health, and morals, or impairs his/her normal development; the parent or legal guardian shall provide the said child with the prescribed primary and/or secondary education; the employer first secures a work permit for the child from the DOLE.	following the existing guideline	Management Focal
7.12	n/a	n/a	Child Labor	Refers to any work or economic activity performed by a child that subjects him/her to any form of exploitation or is harmful to his/her health and safety or physical, mental or psychosocial development. (https://www.dole.gov.ph)	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
7.12.1	n/a	n/a	Farming	Child beneficiary is engaged in work in the farm.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
7.12.2	n/a	n/a	Fishery	Child beneficiary is engaged in work such as fishing, diving, laborer or vendor of fish.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
7.12.3	n/a	n/a	Mining	Child beneficiary engaged in work in mining area or mining related activities.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
7.12.4	n/a	n/a	Domestic	Child beneficiary is working as helper/maid/gardener/housekeeper.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
7.13	n/a	n/a	Bullied	Refers to a person who has experienced or is experiencing bullying, which is an act of unwanted and aggressive behavior which may involve a real or perceived power imbalance. Bullying shall refer to any severe or repeated use by one or more students of a written, verbal or electronic expression, or a physical act or gesture, or any combination thereof, directed at another student that has the effect of actually causing or placing the latter in reasonable fear of physical or emotional harm or damage to his property; creating a hostile environment at school for the other student; infringing on the rights of the other student at school; or materially and substantially disrupting the education process or the orderly operation of a school, such as, but not limited as defined in RA 10627 s 2013.	Case Management conducted following the existing guideline	GAD/FDS/ Case Management Focal
8	8	8	Gender-Based Violence Cases: As perpetrated by another individual and occurs outside of the home.		Procedures in Filing Gender-Based Violence and/or Gender-Related	GAD/GRS/FDS/ Case Management Focal

ANNEX A. Standardized Codes of Reasons for Non-compliance

					Cases and Grievances following the existing guideline	
8.1	8.1	8.1	Physical Violence	Pertaining to acts of abuse that include bodily or physical harm as defined in RA 9262.	Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
8.2	8.2	8.2	Sexual Violence	Pertaining to an act of abuse which is sexual in nature, committed against a woman or her child. It includes, but is not limited to: rape, sexual harassment, acts of lasciviousness, treating a woman or her child as sex object or any other acts as defined in RA 9262.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
8.3	8.3	8.3	Psychological/Emotional Violence	Refers to acts or omissions causing or likely to cause mental or emotional suffering of the victim such as but not limited to intimidation, harassment, stalking, damage to property, public ridicule or humiliation, repeated verbal abuse and mental infidelity as defined in RA 9262.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
8.4	8.4	8.4	Economic Abuse	Refers to acts that makes or attempt to make a woman financially dependent which includes, but is not limited to any other acts as defined in RA 9262.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
8.5	8.5	8.5	Multiple Abuse	Refers to an experience of a combination of two or more forms of abuses as mentioned such as physical abuse, sexual abuse, psychological or emotional abuse, and/or economic abuse.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9	9	9	In Especially Difficult Circumstances	Refers to individuals, minor or adult, who are in extreme and undesirable circumstances or situations making them vulnerable to all possible forms of violence and abuses. Such circumstances or situations are extremely difficult that drastic actions are needed to alleviate or improve their present condition.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal

ANNEX A. Standardized Codes of Reasons for Non-compliance

9.1	9.1	9.1	Neglected	Refers to an individual, usually a minor, whose parents or guardians have failed to provide, for reasons other than poverty, adequate food, clothing, shelter, basic education or medical care (to seriously endanger the physical, mental, social and emotional growth and development of the child).	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.2	9.2	9.2	Abandoned	Refers to an individual, usually a minor, whose parent/s chose to willfully withhold physical, emotional, and financial support from a minor child. It occurs when the parent fails to fulfill his/her parental responsibilities and chooses not to have contact with his/her child/ren.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.2.1	9.2.1	9.2.1	Placed in kinship care/guardianship	Refers to one's physical transfer from his/her own family/household to the family/household of one's nearest kin who eventually takes over the parental guardianship and responsibilities. The placement is informal without the necessary involvement of a court.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.2.2	9.2.2	9.2.2	Placed under guardianship, not related	Refers to one's physical transfer from his/her own family/household to another family/household who is not related by blood to the subject, the former taking over parental guardianship and responsibilities of the latter.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.2.3	9.2.3	9.2.3	Placed in Foster Care	Refers to one's physical transfer from his/her own family/household to a foster parent or a foster family to provide a planned temporary substitute parental care.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.2.4	9.2.4	9.2.4	Placed in Residential Care	Refers to one's physical transfer from his/her own family/household to a residential setting/facility i.e., center or institution usually for long-term care.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances following the existing guideline Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.2.5	9.2.5	9.2.5	On their own	Refers to a situation where a minor or an adult who is in	Procedures in Filing Gender-Based	GAD/GRS/FDS/ Case

ANNEX A. Standardized Codes of Reasons for Non-compliance

				especially difficult circumstance rather fends for him/herself than opt for placement in either foster or residential care or under guardianship of either a kin or others who are not related to the subject by blood.	Violence and/or Gender-Related Cases and Grievances conducted Case Management conducted following the existing guidelines	Management Focal
9.3	9.3	n/a	Orphaned	Refers to a minor who does not have any surviving parent to care for him/her and is bereft either through death or disappearance of, abandonment or desertion by, or separation or loss from, both parents.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances conducted Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.3.1	9.3.1	n/a	Placed in kinship care/guardianship	Refers to one's physical transfer from his/her own family/household to the family/household of one's nearest kin who eventually takes over the parental guardianship and responsibilities. The placement is informal without the necessary involvement of a court.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances conducted Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.3.2	9.3.2	n/a	Placed under guardianship, not related	Refers to one's physical transfer from his/her own family/household to another family/household who is not related by blood to the subject, the former taking over parental guardianship and responsibilities of the latter.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances conducted Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.3.3	9.3.3	n/a	Placed in Foster Care	Refers to one's physical transfer from his/her own family/household to a foster parent or a foster family to provide a planned temporary substitute parental care.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances conducted Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.3.4	9.3.4	n/a	Placed in Residential Care	Refers to one's physical transfer from his/her own family/household to a residential setting/facility i.e., center or institution usually for long-term care.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances conducted Case Management conducted following the existing guidelines	GAD/GRS/FDS/ Case Management Focal
9.3.5	9.3.5	n/a	On their own	Refers to a situation where a minor or an adult who is in especially difficult circumstance rather fends for him/herself than opt for placement in either foster or residential care or under guardianship of either a kin or others who are not related to the subject by blood.	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances conducted Case Management conducted following the existing guidelines	GAD/GRD/FDD
9.4	9.4	n/a	Trafficked	Refers to a person or persons who has been recruited, obtained, hired, provided, offered, transported, transferred, maintained, harbored, or received with or	Procedures in Filing Gender-Based Violence and/or Gender-Related Cases and Grievances conducted	GAD/GRS/FDS/ Case Management Focal

ANNEX A. Standardized Codes of Reasons for Non-compliance

				without the victim's consent or knowledge, within or across national borders by means of threat, or use of force, or other forms of coercion, abduction, fraud, deception, abuse of power or of position, taking advantage of the vulnerability of the person, or, the giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation which includes at a minimum, forced labor or services, slavery, servitude or the removal or sale of organs. (Adapted from RA 9208 s 2003)	Case Management conducted following the existing guidelines	
10	10	10	Security Concerns	Beneficiary is unable to attend school or visit health facility or attend FDS due to untoward incident happened in the household or in conflict areas that affect the security of the beneficiaries.	Case Management conducted following the existing guidelines	GAD/FDS/Case Management Focal
10.1	10.1	10.1	Family Conflict	Beneficiary gets affected in complying conditions due to untoward incident happened in the household like marital problem.		
10.2	10.2	10.2	Family Feud	Beneficiary cannot comply with the program conditions due to families or clans disagreement/conflict.		
11	11	11	Socio-Cultural Obligation	Household member beneficiary did not meet the program conditions because they attend birthday, wedding, graduation, Christening, visit relatives or other important events, attend parental/guardianship responsibility, conflict with culture/beliefs/tradition, or death in the family.	Commitment/Written Explanation from Beneficiaries	GAD/FDS Focal
11.1	11.1	11.1	Attend Personal/Important Matters			GAD/FDS Focal
11.2	11.2	11.2	Conflict with Culture/Belief/Tradition			GAD/FDS Focal
11.3	11.3	11.3	Death in the Family			GAD/FDS Focal
12	12	12	Update-Related Concerns	Changes in the profile of beneficiary that is/are not encoded into the system, resulting to non-monitoring of actual compliance, etc. These includes but not limited to the following: <ul style="list-style-type: none"> - Beneficiaries nowhere to be found; - Beneficiary registered to other facility as not reflected in the database; - Deceased member; - Ineligible for CV monitoring; - Moved-out; 	Updated Profile of the beneficiary	BDM Focal

ANNEX A. Standardized Codes of Reasons for Non-compliance

				<ul style="list-style-type: none"> - Duplicate entry; - Wrong entry or any other reasons in relation to updating of information of the beneficiaries. 		
12.1	12.1	12.1	Beneficiaries nowhere to be found	Beneficiary validated as cannot be located in the area.	Updated Profile of the beneficiary	BDM Focal
12.2	12.2	12.2	Deceased	Death of a Pantawid household member.	Updated Profile of the beneficiary	BDM Focal
12.3	12.3	12.3	Moved-out	Household member beneficiary living outside the household and was not able to file the necessary update.	Updated Profile of the beneficiary	BDM Focal
12.4	12.4	12.4	Duplicate Entry	Multiple entry of name of household and/or member as reflected and detected in Pantawid Pamilya Information System.	Updated Profile of the beneficiary	BDM Focal
12.5	12.5	12.5	Transferred Residence with/without updates filed	The entire household beneficiary was validated to have transferred residence.	Updated Profile of the beneficiary	BDM Focal
12.6	12.6	n/a	Beneficiary registered under other facility	Beneficiary was validated to have enrolled in other facility that is not reflected in the system but was able to comply with program conditions.	Updated Profile of the beneficiary	BDM Focal
12.7	12.7	n/a	Ineligible for CV Monitoring	The last monitored child is no longer 0-18 years old, or is already a college student or high school graduate and beneficiary is not a child of household head.	Updated Profile of the beneficiary	BDM Focal
12.8	12.8	n/a	Wrong Entry	Pertains to the wrong inclusion of the child in the roster; the child is validated to be part of the household.	Updated Profile of the beneficiary	BDM Focal
13	13	n/a	No one to accompany in school/to go to Health Facility	Member beneficiary was unable to attend school or visit health facility on his/her own or no adult or responsible member of the household is available to accompany the child to school or to the health center.	Commitment/Written Explanation from Beneficiaries	GAD/FDS Focal
n/a	n/a	13	Waived	Registered household who voluntarily waived their rights in the program thus signed a Waiver.	Follow the existing GRS guidelines	GRS Focal
14	n/a	14	Sickly	Beneficiary was unable to go to school or attend FDS due to current health condition for more than one or more monitoring periods.	Case Management conducted following the existing guidelines	GAD/FDS/Case Management Focal
n/a	14	n/a	Pregnancy Related Risk	Parent/Guardian was unable visit health facility due to high risk pregnancy condition.	Case Management conducted following the existing guidelines	GAD/FDS/Case Management Focal
15	15	15	Unavoidable Circumstances	The beneficiary was not able to comply with the program conditions due to occurrence of calamity, either natural or human made.	Retroactive Payment, if applicable	CVS/GAD/FDS/GRS Focal
16	16	n/a	Supply-Side Concerns	Member beneficiary was unable to attend school/visit health facility due to far distance, topographic situation of the area, no proper road access, unavailability of facility/personnel and other reasons not mentioned but	Referral Presentation to Stakeholders	Institutional Partnership Focal

ANNEX A. Standardized Codes of Reasons for Non-compliance

				related issues on supply-side.		
16.1	16.1	n/a	Distance	The household residence is far from the nearest facility available in the area.		Institutional Partnership Focal
16.2	16.2	n/a	Inaccessible due to Terrain/No Proper road access	The beneficiary is having difficulty in accessing the facility due to difficult terrain and difficult access/absence of road.		Institutional Partnership Focal
16.3	16.3	n/a	Unavailability of School/Health Facility	No School/Health facility is available in the area.		Institutional Partnership Focal
16.4	16.4	n/a	Unavailability of Teacher/Health Worker/Personnel	No Teacher or Daycare /Health Worker are available in the area.		Institutional Partnership Focal
17	n/a	n/a	Financial Difficulty	The household has difficulty of sending children to school due to unexpected loss of employment, disaster, seasonal jobs, etc.	Case Management conducted following the existing guidelines	GAD/FDS/ Case Management Focal
18	n/a	n/a	Sick	The child beneficiary was unable to meet the 85% attendance rate for being sick within the period of monitoring.	Commitment/Written Explanation from Beneficiaries	CVS/GAD/FDS Focal
19	n/a	n/a	Peer Pressure	The child beneficiary was unable to go to school due to peer pressure or influence of group, observers or individual.	Case Management conducted following the existing guidelines	GAD/FDS/Case Management Focal
20	17	16	Reasons not falling under in the Existing reasons	Other reason for noncompliance to program condition that is not falling under the above code or description.	Case Management and/or other processes conducted following the existing guidelines	Concerned Staff



Michelle Sario <mmsario@dswd.gov.ph>

[FOR APPROVAL] Memo to NPMO/FOs on approved BTR guidance notes

Venus F Rebuldelela <vfrebuldelela@dswd.gov.ph>

Wed, Jul 22, 2020 at 10:08 AM

To: Christian Joseph Regunay <cjmregunay@dswd.gov.ph>

Cc: April Dianne G Torres <adgtorres@dswd.gov.ph>, Antoniet Perez <aiperez@dswd.gov.ph>, Jayson Voltaire Lauron <jvslauron@dswd.gov.ph>, Grace Norbe <GGNorbe@dswd.gov.ph>, Michelle Sario <mmsario@dswd.gov.ph>

april for esig

VENUS F. REBULDELA

Deputy Program Manager for Operations, Pantawid Pamilyang Pilipino Program - National Program Management Office
Department of Social Welfare and Development

[Quoted text hidden]