



We Listen, We Care

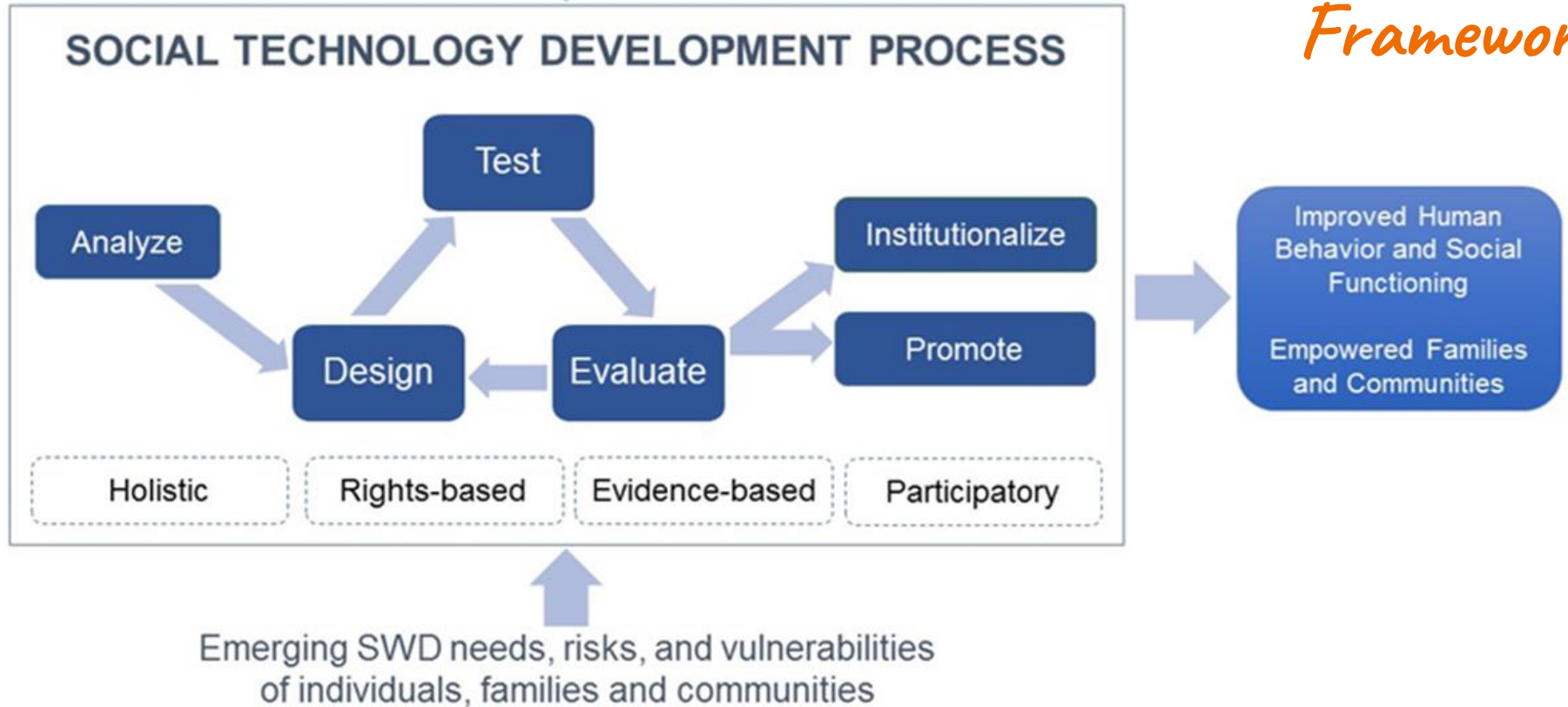


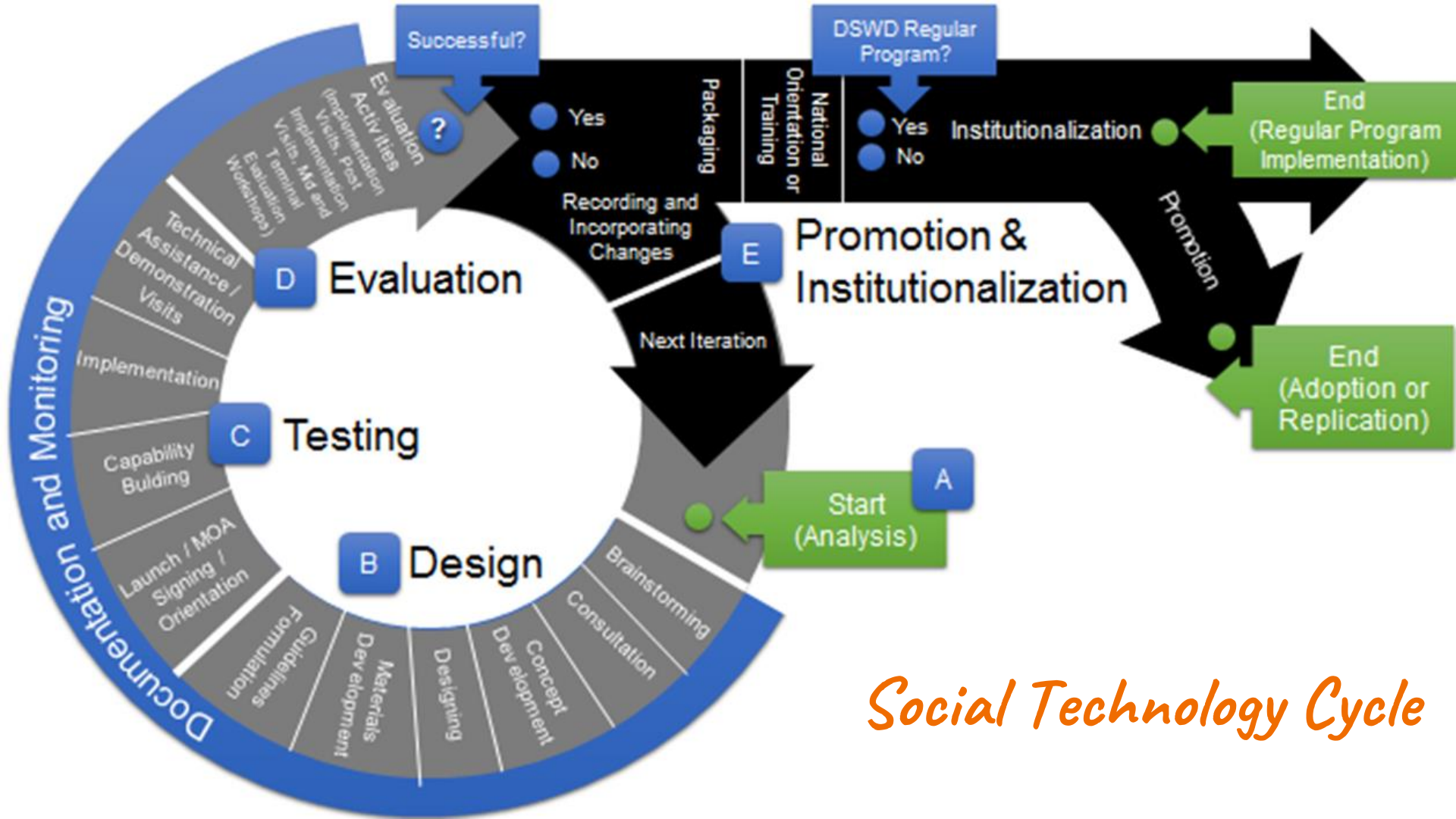
*Wireless Mental Health and Psychosocial Support
to Individuals and Families affected by CoVid19
and other Crisis Situations*

Orientation Material

Policy Instruments
(International, National, Regional and Local)

Social Technology Framework





Legal Basis

PHILIPPINE MENTAL HEALTH LAW **NAISABATAS NA!** **REPUBLIC ACT 11036**

An act establishing a national mental health policy for the purpose of enhancing the delivery of integrated mental health services, promoting and protecting the rights of persons utilizing psychiatric, neurologic and psychosocial health services, appropriating funds therefor, and for other purposes.

ADMINISTRATIVE ORDER

 No. 03

Series of 2020

SUBJECT: Department of Social Welfare and Development (DSWD) COVID-19 Response and Recovery Plan (2020-2022)

Legal Basis

Deliverables	Activities	Responsible Office/Person	Delivery Date
	centers being managed.		
Technology-based platforms developed re: Psychosocial support measures/modules for individuals, families and communities with high numbers of COVID-19 cases	Develop technology-based platforms to implement existing Mental Health and Psychosocial Services (MHPSS) modules Review of existing MHPSS modules as reference Consultation with concerned agencies Drafting of modules on MHPSS Pre-testing of modules Finalization of modules	Social Technology Bureau	June 30, 2020 July 30, 2020

XVI. Resolution Clause

Interpretations of the provision of this plan include special provisions not covered herein, the concerned CO-OBS may issue operational guidelines to implement specific programs and projects that are aligned with the strategies.

Issued in Quezon City:


ROLANDO JOSELITO D. BAUTISTA
 Secretary

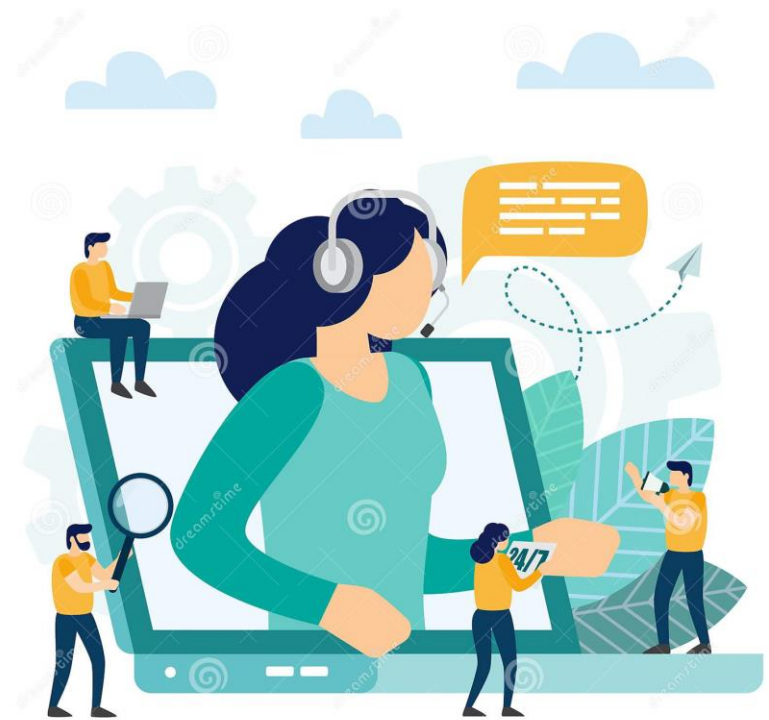
APR 29 2020

Project Description

- a social welfare model of intervention that seeks to establish a systematic response to address mental health and psychosocial needs of individuals and families affected by COVID-19 and other crisis situations through the development and enhancement of wireless and online platforms.
- envisions to mobilize and capacitate MHPSS service providers at the national and regional level.
- intends to make the MHPSS intervention more accessible to its intended clients by developing and utilizing technology-based platforms, in compliance to the infection prevention, control measures and other related guidelines.

General Objectives

To ensure a systematic response to the psychosocial needs of individuals and families affected by COVID-19 and other crisis situations through the development of technology-based platforms.



Specific Objectives

1. To support the operations of DSWD Central and Field Offices in providing psychosocial support to the individuals and families affected by COVID-19 and other crisis situations by developing systems that will facilitate intake, responding, referral, and recording of cases.
2. To execute the Department's duties and responsibilities in the implementation of Republic Act No. 11036 otherwise known as "The Mental Health Act of 2018" as outlined along Section 37 of its implementing rules and regulations.

Main Activities

Pre Implementation Phase

Implementation Phase

Post Implementation Phase

Development and Enhancement of Platforms for the Online Psychosocial Support Sessions

Development/Enhancement of MHPSS Modules and training materials

Learning and Development Interventions for Service Providers

Utilization of the System

Provision of Online Psychosocial Support through Online Means

Establishment of a Case Management Process and Referral Pathways through Online Means

Care and Support for Service Providers

Rapid Assessment

Transition Meetings and Project turn-over

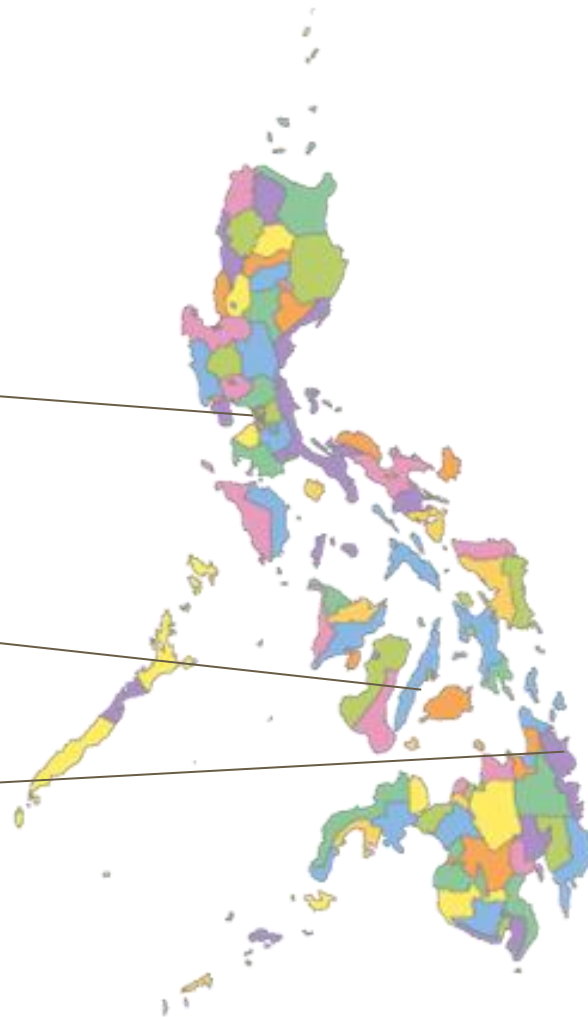
Pilot Areas, Clientele and Components

Pilot Areas

National Capital Region

VII (Central Visayas)

CARAGA



Target Clientele

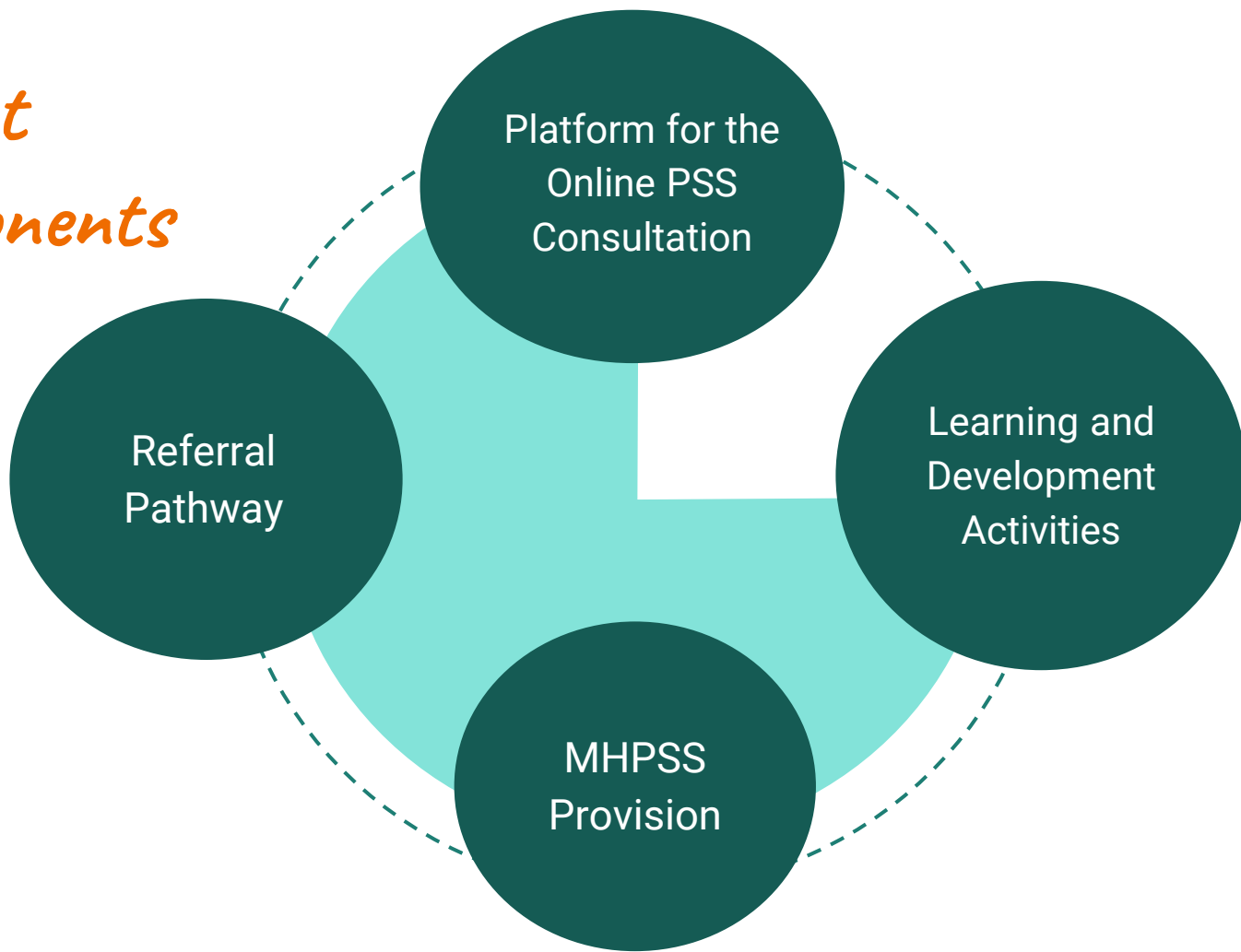
Target Group: Individuals and Families Affected by COVID-19 and Other Crisis Situations

Final Beneficiaries:

- Overseas Filipino Workers (OFWs) in Distress
- Children in Need of Special Protection
- Family Heads and Other Needy Adults
- Other Individuals and Families in Distress



Project Components

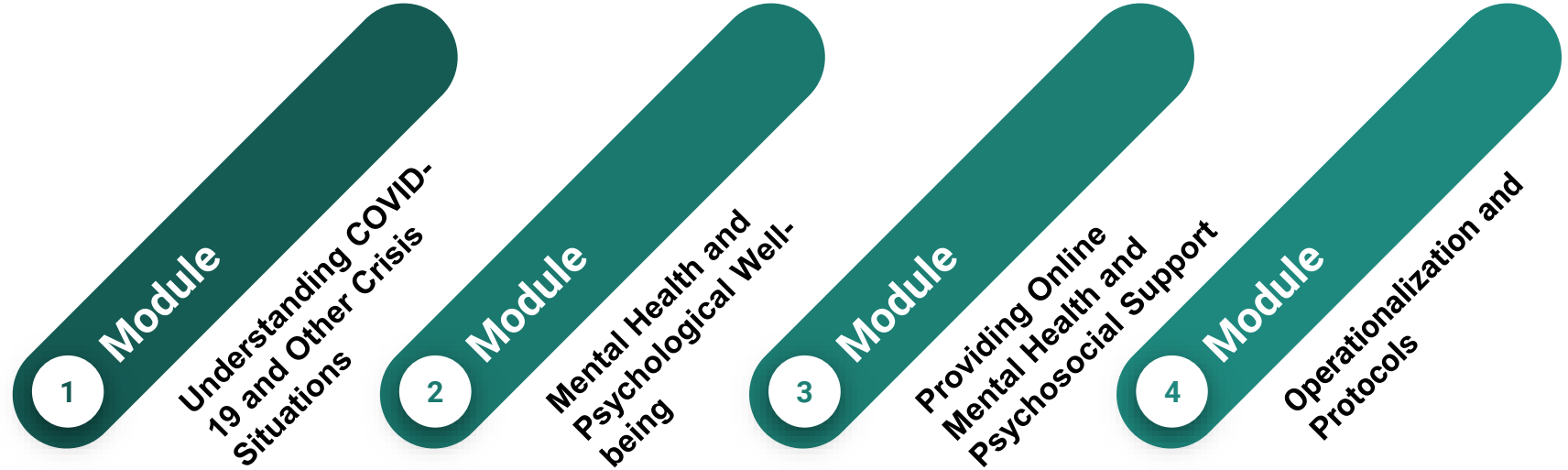


Platform for the Online PSS Consultation

The different technology-based platforms to access the service which will be utilized by the MHPSS Service Providers are the following:

- A. Electronic Mail
- B. [Web Portal](#)
- C. DSWD WiServ or Text Messaging
- D. Mobile Application
- E. Contact Number

Learning and Development Activities

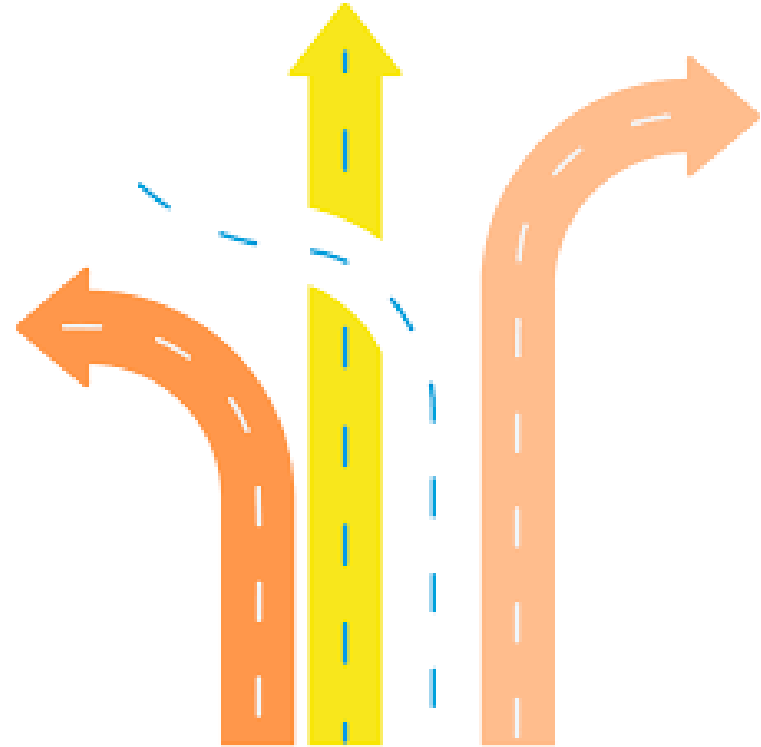


MHPSS Provision

- Through the course of the engagement between the client and the MHPSS provider, series of strategies to alleviate the feelings of uncertainties shall be addressed by the MHPSS provider.
- Such interventions shall be based from tested strategies and techniques provided by both local and international literatures in providing **psychosocial support and psychological first aid** as deemed applicable.
- Furthermore, the MHPSS provider will base its proposed services on the initial assessment using the concept of intervention pyramid highlighting strengths-based assessment as defined by the social work case management standards.

Referral Pathway

- Immediate interventions shall be provided by the attending MHPSS service providers to assess the needs of the client and coordinate to appropriate offices with clear referral pathways to provide multiple services to meet the client's needs.
- The partnership with Social Welfare and Development Agencies (SWDAs) and other available resources, networks with its programs, and services shall be established for clear referral pathways.

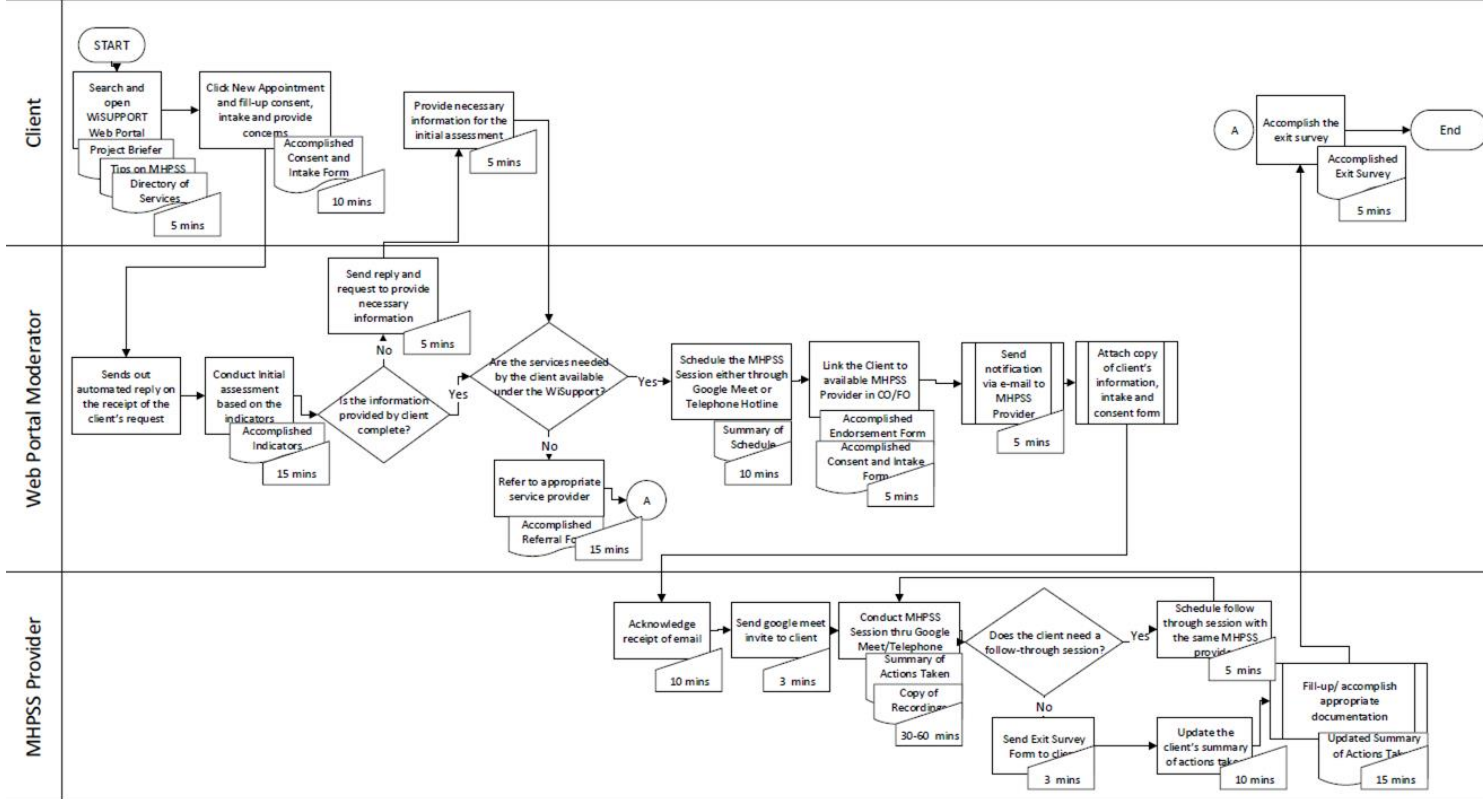


Agencies involved in the Referral Network

- DSWD
 - International Social Service Office (SW Attache)
 - Program Management Bureau
 - Field Offices (NCR, VII and CARAGA)
- United Registered Social Workers
- DOH
- NCMH
- MHPSS Cluster Members
- Non-government organizations

Business Process

WEB PORTAL



Profiling / Intake Form

PROFILING FORM

DSWD WiSUPPORT: Wireless Mental Health and Psychosocial Support

Magandang araw po!

Welcome sa DSWD WiSupport: Wireless Mental Health and Psychosocial Support!

Maaari po lamang na ibigay ang mga impormasyong binibingi ng mga sumusunod upang maiproseso ang inyong concern o mensahe. Kayo po ay makakasiguro na ang mga impormasyong inyong binigay ay magiging confidential alinsunod sa Data Privacy Act.

Maraming Salamat po!



PERSONAL INFORMATION:

Name:	Date:
Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	Gender:
Age:	Marital Status:
Mobile Phone No.:	Address:
Email Address:	Is it ok to leave a message for you at this number? <input type="checkbox"/> Yes <input type="checkbox"/> No
Emergency Contact Name:	Is it ok to email you? <input type="checkbox"/> Yes <input type="checkbox"/> No
Emergency Contact Mobile Number:	How were you referred?
Message or Concern: (Please provide your concern for us to facilitate your request)	

Referral Form

☐ Routine ☐ Urgent Date of referral

Referring Agency	
Agency:	E-mail Address:
Location:	Contact Details:

Receiving Agency	
Agency / Organization:	E-mail Address:
Location:	Contact Details:

Client Information	
Name:	E-mail Address:
Address:	Contact Details:
Age:	Sex:
Emergency Contact Name:	Emergency Contact Details:
If Client is a Minor (under 18 years)	
Name of Parent / Caregiver:	Relationship to the Child:
Contact Details:	



Background Information / Reason for Referral:	
Has the client informed of the referral? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, Explain Below)	Has the client been referred to any other organizations? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, Explain Below)

Service Requested		
<input type="checkbox"/> Mental Health Services	<input type="checkbox"/> Social Services	<input type="checkbox"/> Balik Probinsya Program
<input type="checkbox"/> Psychological Interventions	<input type="checkbox"/> CRCF	<input type="checkbox"/> Family Tracing Services
<input type="checkbox"/> Physical Health Care	<input type="checkbox"/> Education	<input type="checkbox"/> Nutrition
<input type="checkbox"/> Physical Rehabilitation	<input type="checkbox"/> Financial Assistance	<input type="checkbox"/> Social Amelioration Program

Referral Feedback Form

REFERRAL FEEDBACK FORM

DSWD WiSUPPORT: Wireless Mental Health and Psychosocial Support

Name of Agency	
Agency:	E-mail Address:
Location:	Contact Details:

Client Information	
Name:	E-mail Address:
Address:	Contact Details:
Age:	Sex:
Emergency Contact Name:	Emergency Contact Details:
If Client is a Minor (under 18 years)	
Name of Parent / Caregiver:	Relationship to the Child:
Contact Details:	

Actions Taken

Remarks

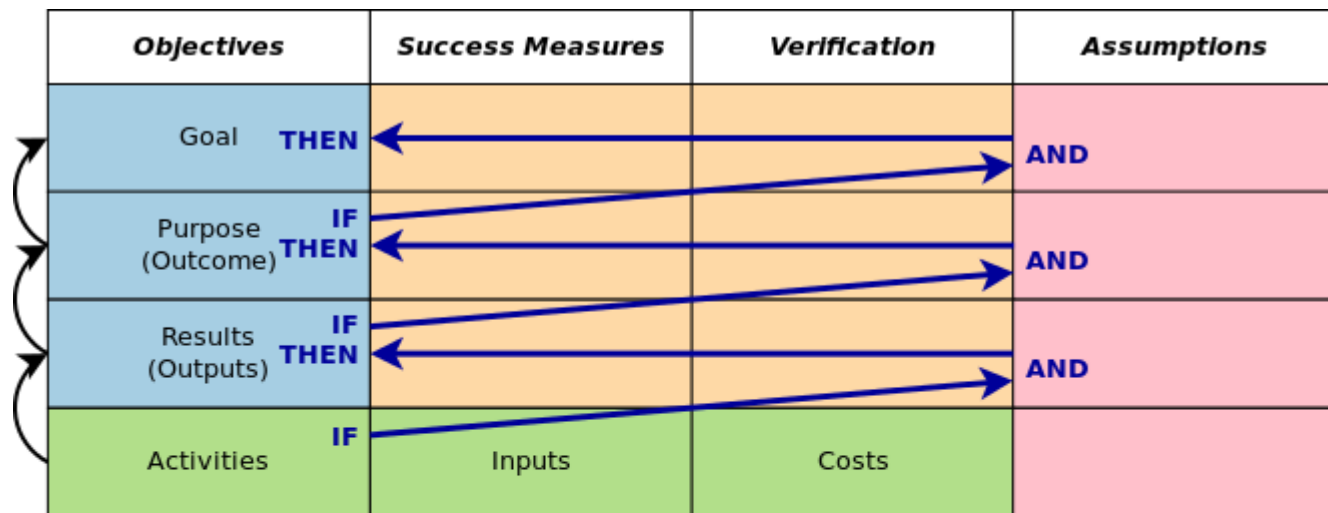
Prepared by:

Name: _____

Designation: _____

Logical Framework

The Logic In Logframes



Color Legend

1. What are we trying to accomplish and why? (Strategic Intent & Alignment)
2. How will we measure success? (Performance & Improvement)
3. What other conditions must exist? (Assumptions & Risk)
4. How will we get there? (Project Management)

*Overall
Objective*

Mental health and psychosocial
impact of COVID19 and other
crisis situations are addressed

Outcome

Effective Technology
based MHPSS
Interventions provided

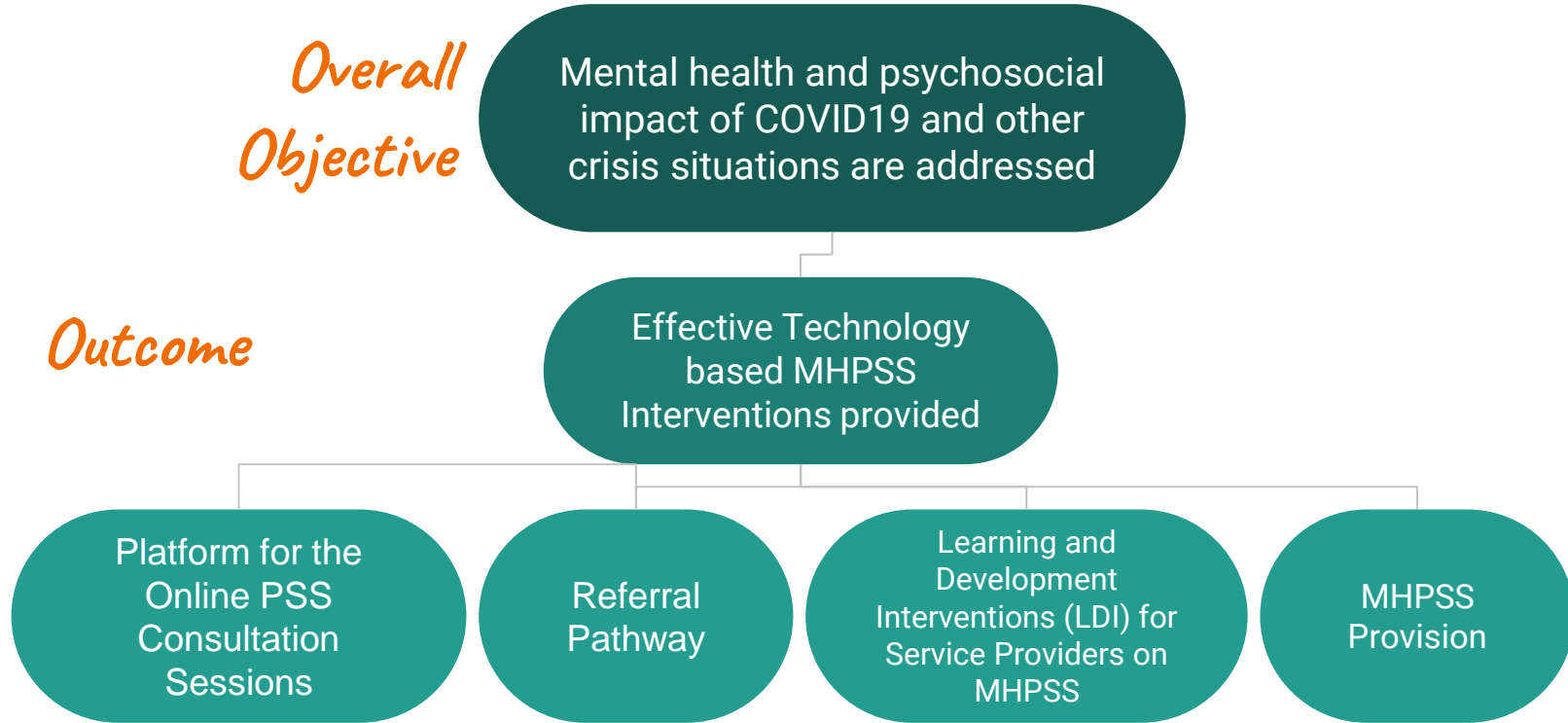
Outputs

Platform for the
Online PSS
Consultation
Sessions

Referral
Pathway

Learning and
Development
Interventions (LDI) for
Service Providers on
MHPSS

MHPSS
Provision





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