

One-Stop Resource Centre for Youth and Migrants

Establishment and Operations Manual



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ONE-STOP RESOURCE CENTRE (OSRC)
for Youth and Migrants



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LIST OF ABBREVIATIONS

ALS	Alternative Learning System
CFO	Commission on Filipinos Overseas
CHO	City Health Office
DA	Department of Agriculture
DAR	Department of Agrarian Reform
DENR	Department of Environment and Natural Resources
Dep Ed	Department of Education
DFA	Department of Foreign Affairs
DOLE	Department of Labor and Employment
DOST	Department of Science and Technology
DSWD	Department of Social Welfare and Development
DTI	Department of Trade and Industry
ERPAT	Empowerment and Reaffirmation of Paternal Abilities
ILO	International Labour Organization
IOM	International Organization for Migration
IT	Information Technology
JP YEM	Joint Programme on Youth Employment and Migration (used interchangeably with MDGF-YEM)
JO	Job Order
LGU	Local Government Unit
MAMA	Maguindanao, Agusan del Sur, Masbate, Antique

MDGF-YEM	Millennium Development Goals Joint Programme on Youth Employment and Migration (used interchangeably with JP YEM)
MHO	Municipal Health Office
M&D	Migration and Development
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NEDA	National Economic and Development Authority
NGOs	Nongovernment Organizations
NLRC	National Labor Relations Commission
NRCO	National Reintegration Center for OFWs
OFWs	Overseas Filipino Workers
OSRC	One Stop Resource Centre
OSY	Out-of-School Youth
OUMWA-DFA	Office of the Undersecretary for Migrant Workers Affairs, Department of Foreign Affairs
OWWA	Overseas Workers Welfare Administration
PAO	Provincial Agriculture Office
PAO	Public Attorney's Office
PCDO	Provincial Cooperative Development Office
PDOS	Pre-departure Orientation Seminar
PESO	Public Employment Service Office
PEOS	Pre-employment Orientation Seminar
PGAD	Provincial Gender and Development
Philhealth	Philippine Health Insurance Corporation
PHO	Provincial Health Office
PLGU	Provincial Local Government Unit

PMOS	Pre-migration Orientation Seminar
PNP	Philippine National Police
POEA	Philippine Overseas Employment Administration
PPDO	Provincial Planning and Development Office
PSWDO	Provincial Social Welfare and Development Office
R. A.	Republic Act
RIACAT	Regional Interagency Council Against Trafficking
SSS	Social Security System
TESDA	Technical Education and Skills Development Authority
TVET	Technical Vocational Education and Training
UN	United Nations
UNFPA	United Nations Population Fund
UNICEF	United Nations Children`s Fund
UNCT	UN Country Team
YEM	Youth Employment and Migration

FOREWORD

The Philippines is a major source of migrant workers in various professions around the world, with an annual deployment peaking at 1.6 million and remittances surpassing USD 20 billion in 2011. This significant volume of remittances has helped increased private expenditures in sectors such as health services, education, housing, and communication technology. Perhaps more significantly, it has supported many Filipino families afford their basic needs. Furthermore, the Philippines has consistently been a subject of interest for its migration governance model. The country has provided an environment for migration and development studies and programmes due to its long history of outbound migration, comprehensive laws on labour migration, and government and civil society structures that have been established to protect Overseas Filipino Workers (OFWs).

However, the Philippine labour migration phenomenon is not without challenges. Contractual migrants and the families they leave behind comprise a vulnerable population that experience a range of social and economic issues. Local governments and hometown communities need to be better capacitated on how to help their constituents make informed decisions about working abroad and how to harness the skills and resources brought by labour migration towards local development.

IOM advocates the establishment of Migrant Resources Centres (MRCs) around the world, consistent with the Philippine government's desire, to provide accessible services to OFWs and their families. In this context, IOM is pleased to establish four One-Stop Youth and Migrant Centres through the MDGF Joint Programme on Alternative to Migration: Decent Jobs for Filipino Youth in partnership with Philippine national government agencies; the provincial governments of Masbate, Antique, Agusan del Sur, and Maguindanao; youth and migrant organizations; and the local private sectors.

This Manual offers its readers insights into our experience in establishing One-Stop Youth and Migrant Centers. It provides a practical reference to the essential steps to build on our institutional capacities and to work towards a multi-sector engagement.

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Estrella Dizon-Añonuevo and Augustus T. Añonuevo

INTRODUCTION

The setting up of One-Stop Resource Centres (OSRCs) for the Youth and Migrants in the Philippine provinces of Masbate, Antique, Maguindanao, and Agusan del Sur (operationally dubbed as “MAMA” provinces) is a component project of the Millennium Development Goals Joint Programme on Alternatives to Migration: Decent Jobs for Filipino Youth, otherwise known as the MDGF-Joint Programme on Youth Employment and Migration (MDGF-YEM). The OSRCs were established through the leadership of the International Organization for Migration (IOM) and the support of other United Nations Country Team (UNCT) organizations, namely the International Labour Organization (ILO), United Nations Children’s Fund (UNICEF), and United Nations Population Fund (UNFPA), as well as the provincial governments of the MAMA provinces and various national government agencies.

To assist countries like the Philippines that are dealing with overseas migration and seeking ways to inform and reach out to migrant communities, IOM has globally promoted the creation of Migrant Resource Centres (MRCs). These centres provide avenues for organized responses to migration challenges as well as a range of programmes and services necessary for empowering and protecting migrants and harnessing the benefits of migration for socioeconomic development.

IOM sought to integrate the MRC framework with the objectives of the MDG-YEM programme and the contextualized needs of the Philippines and the target communities. Referred to as One-Stop Resource Centres (OSRCs), their establishment is intended to contribute to the implementation of joint youth employment and migration programme at the local level.

IOM entered into a consultancy agreement with Atikha Overseas Workers and Communities Initiative Inc., to oversee the establishment of OSRCs in the MAMA provinces. Atikha was instrumental in setting up OFW Centres in Laguna, Batangas, and Cavite, and jointly operates the San Pablo City Women and OFW Centre with the city government. It also manages the OFW Centre of Mabini, Batangas, together with the municipal government. Atikha provides capacity-building and mentoring activities for the provincial governments of Laguna, Batangas, and Cavite and their OSRCs. Atikha is the private sector representative and co-chair of the Ad Hoc Committee on Migration and Development (ACMD) in the CALABARZON Region.

Although there are many government agencies, nongovernment organizations (NGOs), and private sector actors that provide services to overseas Filipinos and their families, these stakeholders often do not coordinate their initiatives. To address this issue, Atikha has endeavoured to partner with local governments and create multi-stakeholder OFW Coordinating Councils.

The OSRC, as conceptualized under the MDGF-YEM, sought to augment the Department of Labor and Employment’s (DOLE’s) efforts to set up migrant reintegration centres, Overseas Filipino Workers OFW Desk, and Public Employment Service Offices (PESOs) at the local community level to effectively cater to migrant families and the youth. The OSRC was envisioned as a central

repository for all information tools, resource materials, and services supported and developed by the MDGF-YEM. The OSRC was designed to contribute to the sustainability and replicability of the various accomplishments of the MDGF-YEM at the national and local levels.

The OSRC uses a “space, time and resource- sharing facility model” which engages relevant government agencies and NGOs to commit a specific time of the week, month, or quarter to provide a menu of services catering to the needs of the youth, migrants, and their families. The process by which this has taken place involved the provincial local government units (PLGUs) taking the lead role, together with a number of national government agencies, civil society organizations, and private sector actors supporting the OSRC operations.

The combined expertise of IOM and Atikha and the particular lessons gained during the establishment of OFW Centres in Laguna and Batangas and OSRC for the Youth and Migrants in Masbate, Antique, Maguindanao, and Agusan del Sur became the bases for the development of this OSRC Manual.

Purpose of the Manual

This Manual is designed to serve as a user-friendly reference guide in establishing and operating a One-Stop Resource Centre (OSRC) for migrant families and the youth. It discusses the processes towards establishing an OSRC and the tools to monitor its efficient operation and effective delivery of services. This Manual provides guidelines for those who wish to set up their own youth and migrant resource centre and for those who have already established their OSRCs.

Although this Manual focuses on the creation of provincial-level OSRCs, it is also useful for establishing and operating OSRCs in cities and municipalities. Moreover, as the guidelines were drawn from IOM and Atikha’s experiences in setting up OSRCs in some provinces, the prescriptions in this Manual may be further developed to suit the particularities of other communities.

Users of the Manual

This Manual was designed and developed with the following users in mind:

- Administrators, managers, and staff members of existing OSRCs;
- Members of existing OSRC Coordinating Committees;
- Local government units (LGUs);
- Local offices of national government agencies;
- Leaders of youth and migrant associations;
- Public Employment Service Office (PESO) staff;
- Provincial and municipal social work and development staff;
- International agencies and civil society organizations;
- Individuals of various groups, agencies, and organizations who are interested in establishing an OSRC or in providing their services through such a facility; and
- Direct beneficiaries or clients of OSRCs.

01

What is an OSRC?

An OSRC is a facility set up at the local level that puts together under one roof a menu of services for migrants, migrant families, youths, and other clients. It provides information, training, counselling, and referral services that ensure safe and legal migration, productive reintegration of migrants, facilitation of employment for the youth, processing of their complaints and welfare problems, and promoting socioeconomic development potentials of migration.

Mission of an OSRC

An OSRC is established with the following mission:

1. To create an enabling environment for investments and enterprises to increase job opportunities for the youth; and
2. To maximize the use of resources and minimize the negative impacts of migration to enable the successful reintegration of migrants.

Objectives of an OSRC

An OSRC is intended:

1. To serve as an information hub and venue for discussion and stakeholder collaboration on issues of the youth, employment, and migration;
2. To empower youth and migrants on information, knowledge, and skills on safe migration and productive reintegration;
3. To provide a one-stop centre where the youth and migrants can avail of services from different government agencies and other stakeholders;

4. To help cultivate employment and livelihood opportunities and an environment for savings, investments, and development;
5. To provide services that address the psycho-social needs of youths, migrants, and their families; and
6. To develop a database and monitoring system on youth employment and migration.

Features of an OSRC

An OSRC has the following features:

1 Multi-Stakeholder Engagement and Partnership-Building

An OSRC engages many stakeholders in the design and implementation of its programmes and services. Programmes are implemented through partnerships between and among different government agencies, NGOs, youth and migrant organizations, cooperatives, religious organizations, private sector actors, and civic-minded individuals in the local communities.

An OSRC promotes multi-stakeholder ownership of jointly pursued goals. Implementing partners commit themselves to programmes that provide services for youth development and maximize the contributions of overseas Filipinos towards the development of their communities of origin.

2 Space, Time, and Resource-Sharing Among Partner Agencies

An OSRC implements a service delivery facility where public and private service institutions can share their time and resources on a predetermined and committed schedule. It is manned by full-time staff from the PLGU while other

public and private sector partners offer their services based on a set weekly or monthly schedule. The involved agencies are also encouraged to pool monetary and in-kind contributions (e.g., personnel, training materials, existing programmes) to maximize resources.

This space, time and resource-sharing among partner agencies promotes collaboration and cooperation among the various stakeholders of the OSRC. It also recognizes constraints of national government agencies such as the inadequacy of staff that makes it difficult for them to bring their services to the grassroots. This scheme allows the youth, migrants, and their families greater access to a wide range of services. At a given time, clients could avail of specialized services provided by a particular partner organization of the OSRC.

3 Center-based operations with school-based and community-based programme implementation

An OSRC maintains a physical base—an office which is accessible to its beneficiaries. The Centre's facilities provide space for various kinds of programmes and activities.

The services of an OSRC should not be limited to walk-in clients. OSRC service providers should also operate in schools and communities where the youth and migrant families are located. School-based and community-based projects are expected to be organized through the Centre.

School-based and community-based programmes improve the beneficiaries' access to OSRC services. In turn, they allow the OSRC to touch base with its clients and to be updated about their current needs and interests.

Addresses Economic and Psycho-Social Issues

An OSRC addresses both the economic and psycho-social needs and concerns of the youth and migrants. Economic and social concerns of the youth and migrants are interrelated and should both be adequately addressed.

Principles and Values of an OSRC

The core values and principles of an OSRC in implementing its programmes for the youth and migrants are:

- Protection and promotion of the interest and well-being of the youth and migrants
- Recognition of the rights and responsibilities of clients
- Belief in inherent worth and dignity of people
- Acceptance and recognition of each client's uniqueness and according him/her due consideration, respect, and fair treatment
- Promotion of empowerment and self-determination of clients
- Confidentiality of clients' information
- Professional, ethical, accountable, and trustworthy intervention
- Practice within areas of competence and continuous enhancement of expertise
- Engagement of other service providers in a multi-disciplinary team approach
- Gender sensitivity and belief in fairness and justice in distribution of responsibilities and benefits between men and women
- Mindful of the need to protect the environment.

02

What are the steps and requirements in establishing an OSRC?

An OSRC must have its own physical facilities, staff, organizational structure, programmes, and services for the youth, internal and international migrants, and their families. Utmost attention should be given to prepare the requirements necessary to set it up and ensure its effective and efficient operation.

Figure 01

Process in Setting Up A One-Stop Resource Centre for the Youth and Migrants



Establishing an OSRC

This is an eight-step process:

1 Identifying advocates and champions

It is necessary to have a core of advocates and champions that will spearhead the process for establishing the Centre. It is important that this includes government and civil society leaders of authority or influence who could pull in more institutional and individual actors that could help in the process.

2 Winning over key government officials and other stakeholders

OSRC advocates and champions should be engaged to win over more stakeholders to support the causes for the youth, migrants, and their families. The first step is to build their stakes in having an OSRC. The host site or local government, for example, stands to gain from the approval of their constituent communities which could help them transact their concerns more conveniently. On the other hand, participating service providers stands to gain from declogging their home office operations thus making them more responsive to the needs of the people that they serve in the community.

Lobbying is necessary especially among members of the local legislative body, the Sangguniang Panlalawigan, and other provincial government officials who have the authority, networks, and resources in institutionalizing the centre.

Information activities on youth employment as well as on migration and development should be undertaken to provide venues for discussion and collaboration among the different interest groups. Multi-stakeholder participation is necessary. It is important that key

government officials (e.g., the provincial governor; a provincial board member who could sponsor a provincial ordinance), youth and migrant leaders, heads of various agencies, and other community leaders are present in the various information activities.

3 Environment scanning and strategic planning

Advocates and champions should engage competent authorities to conduct an environment scanning of their province to generate data on the following:

- size and characteristics of the youth and migrant populations;
- problems and needs confronting migrants and the youth;
- youth employment and unemployment;
- history and characteristics of overseas migration in the province;
- advantages and disadvantages brought by overseas migration to the province;
- organizations for the youth, migrants, and their families; and
- existing programmes and projects addressing the needs of the youth and migrants.

It is equally important to understand the political climate and economic potentials of the locality. This information is vital to the conduct of strategic planning workshops that will involve all stakeholders. Strategic planning entails long-range planning of three to five years to ensure that planned interventions can provide significant outcomes for the benefit of the youth and migrants.

Strategic planning seeks to:

- identify gaps in the current interventions and programmes that seek to address youth employment and migration (YEM) issues and problems;
- assess the strengths and weaknesses of the stakeholders and organizations that are tasked to implement the programmes;
- identify opportunities and threats of the external environment that can enhance or hinder the planned interventions; and
- plan out the necessary programmes and/or augment and strengthen existing ones.

The outputs in the strategic planning will help in the formulation of the provincial OSRC's vision, mission, objectives, and programmes.

4 **Securing the legal mandate and requisites of the Centre**

The local ordinance on the establishment of the Centre and Memorandum of Understanding among partners and stakeholders must be drafted and circulated to all participating organizations to solicit their comments.

The draft local ordinance will be presented to the governor and to the member/s of the provincial board who will sponsor the ordinance. Other members of the board should be won over to support the ordinance.

The ordinance, among others, should contain the following:

- functions of the Centre;
- organizational structure; and

- personnel and budgetary requirements to be shouldered by the provincial government.

Please see a sample provincial ordinance in Appendix 1.

The Memorandum of Understanding among partners and stakeholders should be presented to the different organizations and agencies for their consent and approval. The Memorandum should, among others, state the commitment of each organization and agency to the Centre in terms of services, programmes, personnel, and resources they willingly would provide and their support to the main programmes and services of the Centre.

Please find a sample Memorandum of Understanding in Appendix 2.

5 **Organizing the OSRC Coordinating Committee and Subcommittees**

Organizing the multi-stakeholder coordinating committee is critical to the success of establishing an OSRC. Coordinating the initiatives of various stakeholders provides better strategic interventions. It improves the accessibility and impact of programmes and services for overseas Filipinos and their families. A Coordinating Committee provides direction to the OSRC. Public and private sector stakeholders provide and pool resources (e.g., operational funds, personnel, facilities, technical assistance) towards the implementation of OSRC plans, advocacies, programmes, and services.

A sense of ownership of the OSRC must be developed among the different national and local government agencies, NGOs, and private sector stakeholders. Stakeholders should define what programmes and services the OSRC will offer, and determine their organizational

roles and responsibilities. A strategic plan of action and an organizational structure for the OSRC should be approved by the OSRC Coordinating Committee.

6 Identifying the Centre staff and building their capacities

The centre must be manned by competent and able personnel from the local government, national government agencies, and other public and private sector partners. The center staff must be knowledgeable about issues of youth employment, internal and international migration, and community development.

Please see Chapter 5 for details on the knowledge, capacities, and skills required of the OSRC staff. A continuing education programme for the staff is also discussed in that chapter.

7 Setting up the physical facilities of an OSRC

A physical facility is necessary for operating an information, training, and service-delivery centre like an OSRC. Ideally, it should be located near government agencies that render youth and migrant services. It is necessary to fully engage local governments because it is their main responsibility to provide space and funding for the Centre.

An OSRC must have the following features:

- ample office space that would be conducive to counselling services;
- space for a small library filled with YEM-related resource materials;
- an adjacent multi-purpose activity room favourable for training and other group activities;
- a visible billboard sign in front of the Centre that bears its name;
- good ventilation;

- walls furnished with posters and other materials that promote training and education, opportunities for the youth, employment competitiveness, safe migration, informed choice, labour information, gender sensitivity, good health practices, peace, environmental awareness, and other YEM objectives;
- gender sensitive, youth-friendly, gun free and smoke-free facility;
- at least 100 sq. m. to be able to house all necessary service areas, equipment, and resource materials; and
- equipped with basic technologies like computers with internet connectivity and training equipment.

8 Implementing programmes and services for youth, migrants, and their families

The Centre can be formally launched once its physical structure has been constructed, the staff have been identified and capacitated, and the different partner organizations have agreed to the programmes and services of the Centre and their corresponding roles and responsibilities. A Memorandum of Understanding must be forged among the various partner organizations.

The Centre should be operational and ready to start its programmes and services as soon as it is launched. Tri-media publicity should be ensured during its launch. Information materials such as brochures and directional signs should be available and set-up during the launch. The OSRC must proceed to promote its services, follow up commitments of its service partners, and prepare a work plan involving the various OSRC committees.

The process steps may not necessarily be in the sequence enumerated above.

Process in Setting Up A One-Stop Resource Centre for the Youth and Migrants

1. Identifying Advocates and Champions
2. Winning Over Key Government Officials and Stakeholders
3. Securing the Legal Mandate and Requisites of the Centre
4. Organizing the OSRC Coordinating Committee and Subcommittees
5. Capacity-building of Centre Staff and Other Stakeholders
6. Preparing the Physical Facilities
7. Implementing Programmes and Services
8. Environment Scanning and Strategic Planning

Table 01 Steps and Corresponding Requisites in Establishing an OSRC

STEP	Requirements	Persons-in-charge and necessary qualities	Things to remember
1. Identifying advocates and champions	<ul style="list-style-type: none"> • Lead person/s explains the importance of an OSRC to influential persons from government agencies and NGOs 	<ul style="list-style-type: none"> • Initiating agency , NGO, youth or migrant organization • Lead person/s, known and respected by prospective advocates 	<ul style="list-style-type: none"> • A champion from the provincial government is necessary
2. Winning over key government officials and other stakeholders	<ul style="list-style-type: none"> • Soliciting support of key and influential government officials, organizations, and individuals for youth and migration issues • Holding of a youth, migration and development forum 	<ul style="list-style-type: none"> • Advocates and champions • Facilitators, advocates, and champions must have an in-depth understanding of Philippine migration issues and should engage the participation of key individuals 	<ul style="list-style-type: none"> • Forum must be a multi-stakeholder gathering; a unity of purpose and intention to establish a centre must be reached; presence of the governor and main sponsor of the local ordinance must be secured
3. Environment scanning and strategic planning	<ul style="list-style-type: none"> • People who would conduct the environment scanning and inventory of available data • Facilitators of the strategic planning • Budget for scanning and planning 	<ul style="list-style-type: none"> • Advocates and partners formed as an organizing committee; key government agencies and NGOs must be engaged in scanning and planning • Lead persons must be adept in scanning and planning 	<ul style="list-style-type: none"> • Key informant interviews to be conducted; data and information gathered from government and private agencies; • A multi-stakeholder character of strategic planning must be attained
4. Securing the legal mandate and requisites of the Centre	<ul style="list-style-type: none"> • Local ordinance establishing the Centre passed with regular annual budget allocated 	<ul style="list-style-type: none"> • Organizing committee • Lead persons must be conscientious in monitoring and following up with individuals and offices 	<ul style="list-style-type: none"> • Unwavering support of the governor must be secured; lobby work among other members of local legislature must be done

STEP	Requirements	Persons-in-charge and necessary qualities	Things to remember
5. Organizing the OSRC Coordinating Committee and Subcommittees	<ul style="list-style-type: none"> Different stakeholders interested in setting up an OSRC and willing to provide resources MOU on the commitment and responsibilities signed by all concerned agencies 	<ul style="list-style-type: none"> Important agencies such as the PSWDO, PESO, and PPDO willing to take on the lead role and provide initial resources Person-in-charge should have leadership quality and capable to engage other stakeholders 	<ul style="list-style-type: none"> Private sector, NGOs, OFW and youth organizations, faith-based organizations, chamber of commerce, cooperatives, and rural banks should be engaged in the OSRC Coordinating Council
6. Identifying staff and capacity- building	<ul style="list-style-type: none"> Assignment of staff to the Centre included in the local ordinance; Agreement with partner agencies and organizations regarding time, resource, and personnel-sharing 	<ul style="list-style-type: none"> Organizing committee of the Centre and partner organizations Committee must ensure that staff assigned are capable based on job description and previous performance evaluations. Their positions should also belong to the permanent roster of the organization and are not job-order positions. 	<ul style="list-style-type: none"> The provincial government should provide the OSRC with frontline staff Partner agencies and organization should be encouraged to lend time, resources, and personnel to the Centre Competent and able individuals must be tapped as personnel
7. Setting up the physical base of the Centre	<ul style="list-style-type: none"> Local ordinance must be clear in terms of actual space of, financial support to, and personnel deployment in the Centre Local government must identify where the Centre may be placed and provide the necessary resources to ensure operations, and release a Deed of Donation/ Certification of Use for the Centre 	<ul style="list-style-type: none"> Coordinating committee and Centre staff 	<ul style="list-style-type: none"> Physical base of the Centre should be accessible to its beneficiaries The land in which to construct the Centre must have a clean title
8. Implementing programmes and services	<ul style="list-style-type: none"> Resource mobilization and engagement of partners must be secured; All frontline staff should have been identified and trained 	<ul style="list-style-type: none"> Centre staff and partner agencies and organizations A good and competent manager is required to lead the Centre 	<ul style="list-style-type: none"> Use of various forms of media and channels of communication to popularize the Centre's programmes and services

03

What programmes and services does an OSRC provide?

An OSRC implements centre-, community- and school-based services. A fully operational one implements four distinct yet interrelated programmes:

1. Information, Research, Networking, and Advocacy;
2. Psycho-Social Services;
3. Savings, Investment, and Entrepreneurship; and
4. Migration and Development Initiatives.

The implementation of these programmes and delivery of the needed services largely depend on the active participation of the partner agencies. These agencies would need to go beyond their usual methods of service delivery so that the programmes would be more accessible to local constituents.

Information, Research, Networking, and Advocacy Programme

An OSRC serves as an information hub about relevant institutions such as the:

- Department of Labor and Employment (DOLE)
- Technical Education and Skills Development Authority (TESDA)
- Overseas Workers Welfare Administration (OWWA)
- Philippine Overseas Employment Administration (POEA)
- Philippine Health Insurance Corporation (Philhealth)

Social Security System (SSS)
 PAG-IBIG Fund
 Department of Trade and Industry (DTI)
 Department of Foreign Affairs - Office of the Undersecretary for Migrant Workers Affairs (DFA-OUMWA)
 Commission on Filipinos Overseas (CFO)
 NGOs, cooperatives, OFW, and youth organizations

- c. job and employment opportunities;
- d. inventory of viable local enterprises;
- e. list of relevant savings and investment opportunities; and
- f. list of government offices and NGOs, their services, and contact information.

The information, research, networking, and advocacy programme identifies and undertakes research related to the concerns of the youth, migrants, and their families. Topics include:

The Centre should be able to provide critical information, tools, and resource materials needed by the youth, migrants, and their families. It OSRC should also have current information on youth employment, internal and international migration in the province, and current initiatives, projects, and services for the youth and migrants that people can avail of.

- a. youth employment;
- b. life and other skills development for the youth;
- c. gender equality and sensitivity;
- d. safe migration (e.g., anti-trafficking, anti-illegal recruitment); and
- e. migration and development (e.g., diaspora philanthropy for community development; diaspora investments in agriculture, integration of migration issues in local development plans).

It should provide provincial information on the following:

- a. youth and migrant statistics;
- b. skills registry;

Table 02

Activities of the Information, Research, Networking, and Advocacy Programme

Activities	Proposed Frequency	Target Participants	Service Providers	Requisite Training and Preparations
Database on youth, employment, and migration Website Development Facebook Account of Youth and Migrants in the Province	Daily	Youth and Migrants	LGU IT staff	Training on Database Management Website and Facebook Administration
Job Matching/Philjobnet	Daily	Youth	PESO	Training on Basic Employment Service
Jobs Fair	Bi-annual	Youth	PESO	Inventory of Participating Employers and Companies, sponsors and participants
Assistance to Youth and Migrant Organizing	Daily	Youth, OFWs Families	Centre Staff Migrant and Youth Leaders	Training on Organizing and Leadership

Activities	Proposed Frequency	Target Participants	Service Providers	Requisite Training and Preparations
Pre-migration Orientation Seminar (PMOS) Migrant Rights Realities and Responsibilities Pre-employment Orientation Seminars (PEOS) Tracking and Illegal Recruitment	Quarterly	Prospective OFWs and families	LGU Centre staff PESO NGOs OFW organizations	Training of Trainers in Conducting PMOS
Pre-departure Orientation Seminars	Quarterly	Prospective OFWs	OWWA PLGU Staff NGO OFW Organizations	Training of trainers in conducting PDOS
Feminization of Migration and Gender Sensitivity Seminar	Bi-annual	Youth	PSWDO/ PGAD NGOs	Coordination with PSWDO/ PGAD or NGOs with previous experience in conducting feminization of migration and gender sensitivity seminars

Psycho-Social Services Programme

The Centre seeks to provide centre-, community- and school-based services to address issues and concerns of the youth and handle internal and international migration-related cases by instituting an client case management and referral system. Such a programme entails a

well-coordinated action plan forged by different service providers in the province. It addresses the psycho-social effects of problems faced by the youth and migrants related to employment, and other problems like dropping out of school, child labour, and tracking long-term separation of members of migrant families.

Table 03

Activities of the Psycho-Social Services Programme

Activities	Proposed Frequency	Target Participants	Service Providers	Requisite Training and Preparations
Psycho-Social Counselling & Referral	Needs Basis	Youth and Migrants	PSWDO MSWDO OWWA Youth and Migrant Peer Counsellors NGOs Faith-based organizations Other organizations in referral network	Training on Case Management

Activities	Proposed Frequency	Target Participants	Service Providers	Requisite Training and Preparations
Peer Counselling	Need Basis	Youth and Migrants	Youth and Migrant Peer Counsellors	Training on Peer Counselling
School-based/community-based seminars addressing issues of youth and children of migrants	Quarterly	Youth and children of migrants	Guidance counselors Teachers of values education and social studies	Teachers' Training on migration realities and values education for the youth
Parent Effectiveness Seminar	Bi-annual	Parents, Caretakers	P/MSWDO Counsellors NGOs Social Workers Partner Schools of DepEd	Coordination with PSWDO/PGAD or NGOs with previous experience in conducting Parent Effectiveness Seminar
Empowerment and Reaffirmation of Paternal Abilities (ERPAT) (for husbands left behind)	Annual	Husbands left behind	PSWDO/ PGAD NGOs	Coordination with PSWDO/PGAD or NGOs with previous experience in conducting gender sensitivity seminars

Savings, Investment, and Entrepreneurship Programme

This programme provides activities that support the youth, migrants, and their families in their efforts to develop their labour, business, and entrepreneurial skills. It also promotes financial education and initiatives for savings and investment mobilization. It provides various skills training to enhance the chances of the youth and migrants to secure employment or engage in business.

Table 04

Activities of the Savings, Investment, and Entrepreneurship Programme

Activities	Proposed Frequency	Target Participants	Service Providers	Requisite Training and Preparations
Financial Literacy Training	Bi-annual	Youth, OFW, and families	P/MSWDO Counsellors NGOs Social Workers Partner Schools Department of	<ul style="list-style-type: none"> • Training of Trainers on financial literacy and counselling • Savings and investment opportunities of rural financial institutions in the province should be packaged and discussed as savings and investment options during the financial literacy training. • Only successful (top performing) rural banks and cooperatives should be included.

Entrepreneurship Training Starting and Improving Your Business (SIYB)	Bi-annual	Youth and Migrants	PLGU DTI, DA, DOLE/ PESO OWWA Dep Ed NGOs Cooperatives Rural banks	<ul style="list-style-type: none"> Engagement with DTI, DA, and DOLE Training of Trainers in SIYB especially in cases where DTI, DOLE, and DA are unable to provide regular training.
Business & Investment Forum	Quarterly forum	Youth and Migrants	PLGU DTI, DA, DOLEPESO OWWA Dep Ed NGOs Cooperatives Rural banks	<ul style="list-style-type: none"> Critical Value Chain Intervention/Opportunities should be identified at the provincial level. Package menu of investment should be ready and available
Skills & Livelihood Training	Quarterly	Youth and Migrants	PLGU TESDA DOLE/DA/DTI DEP Ed Alternative Learning System PSWD DOST Cooperatives NGOs	<ul style="list-style-type: none"> Business and employment opportunities in the province should be identified prior to skills training. Monitoring and mentoring schemes should be in place to be able to link trainees with employment and entrepreneurship opportunities.

Migration and Development Initiatives Programme

This programme aims to promote, savings, investment, entrepreneurship, and philanthropic endeavours among overseas Filipinos to engage them in local economic development.

Table 05 Activities of the Migration and Development Initiatives Programme

Activities	Proposed Frequency	Target Participants	Service Providers	Requisite Training and Preparations
Savings and Investment Mobilization and Business Opportunity campaign abroad and in the Philippines High profile and sustained low profile events	Need Basis	Migrants and Families	PLGU DTI, DA, DOLE/ PESO DFA OWWA Dep Ed NGOs Cooperatives Rural Banks DBP/Landbank	<ul style="list-style-type: none"> Identifying business and investment opportunities of the province Value Chain Analysis of key industries in the province (tools for identifying investment and business opportunities) Financial and Technical Feasibility Study of Migration and Development Initiatives Packaging Migration and Development Investment Opportunities of the Province and

				<p>identification of resources (funds, land, technology, equipment) that can be leveraged by various government agencies, NGOs, and cooperative partners for the initiative</p> <ul style="list-style-type: none"> • Identification and training of trainers, financial literacy champions and advocates abroad and in the province • Remittance channels providing minimal charge for savings organized • Coordination with national government agencies and NGOs involved in mobilizing migrant resources for development • Preparation of information, education, and publicity materials • Creating communication channels for mentoring and monitoring of partner organizations and champions abroad and in the Philippines
Business Advisory Counselling	Need basis	Migrants and Youth	Regional & Provincial Advisory Council DTI DA DOST NGOs	<ul style="list-style-type: none"> • Provincial Business Advisory Council should be set up; it shall take charge of mentoring those interested to participate in the various enterprises in the identified migration and development initiative.
Creation of Network of Graduates of Financial Literacy Seminars for sustained information on opportunities for savings, investment, and entrepreneurship initiatives of the province	Need Basis	Graduates of Financial Literacy Seminars	Financial Literacy Trainers	<ul style="list-style-type: none"> • Membership form • IT staff involved in database management and social media

04

What is the organizational structure of an OSRC?

An OSRC is led by a Coordinating Committee, which has four Subcommittees classified according to the four programmes discussed in the previous chapter. An OSRC also has dedicated frontline staff that supports the Coordinating Committee and Subcommittees.

OSRC Coordinating Committee

The Coordinating Committee is the decision-making body of an OSRC. It is tasked to coordinate the formulation, implementation, monitoring, assessment, and evaluation of plans, policies, programmes, services, and projects related to youth employment and internal and overseas migration.

It may also serve as an advisory body which guides the Provincial Development Council on local youth employment and migration issues. It ensures that OSRC undertakings are in line with provincial development thrusts. A provincial legislation institutionalizing the OSRC is needed for it to be recognized as an advisory body.

The Coordinating Committee has the following functions:

1. Coordinate youth, employment, migration, and development efforts of the national/regional/local government agencies and the private sector and promote multi-stakeholder complementation of plans, programmes, and projects;
2. Serve as a forum for discussing and resolving major issues and provide strategic guidance and plans concerning youth employment, migration, and development in the province;

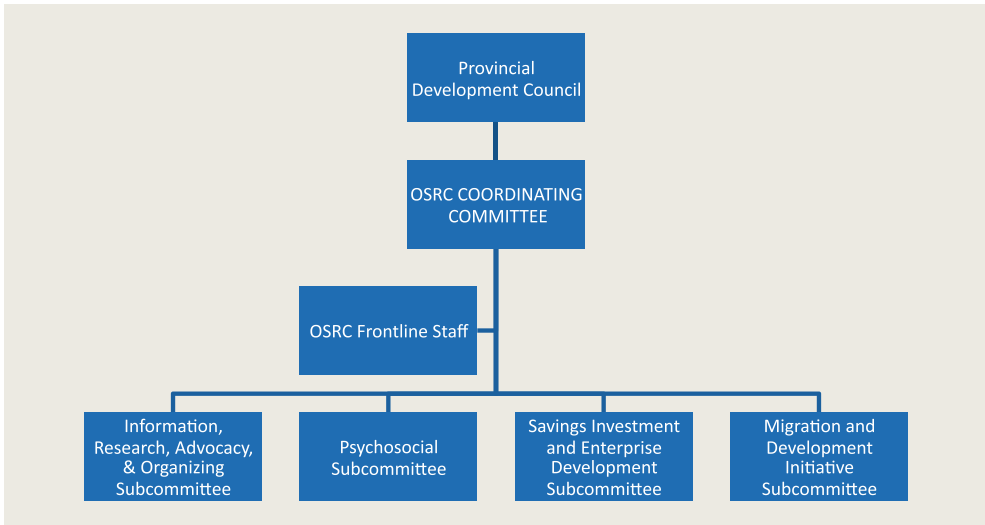
3. Identify and initiate policy research, formulate and recommend policies to facilitate youth employment, and harness the skills and resources of the migrant workers and families for development;
4. Identify and prioritize programmes and projects to be implemented by the OSRC;
5. Monitors and evaluates the implementation of OSRC programmes and services; and
6. Design and implement resource mobilization activities to generate additional funding for the OSRC.

The Provincial Governor acts as the Coordinating Committee's chairperson, while a local private sector representative acts as co-chairperson. A co-chairperson from the private sector ensures the participation and engagement of the private sector in the initiative. Alternately, the Governor may appoint another co-chairperson that will represent him/her in the Coordinating Committee. Usually the Governor's representative in the Coordinating Committee comes from either the Provincial Planning and Development Office (PPDO), Provincial Social Welfare and Development Office (PSWDO), Provincial PESO, or Provincial DOLE.

Representatives from different national line agencies, provincial government agencies, NGOs, youth and migrant organizations, faith-based organizations, private companies, cooperatives, and LGUs comprise the coordinating committee.

The OSRC Coordinating Committee is composed of key individuals and leaders of various public and private sector offices, specifically:

- Provincial Governor
- Sanggunian Panlalawigan, Committee on Labor and/or Family
- Provincial Social Welfare and Development Office (PSWDO)
- Provincial Planning and Development Office (PPDO)
- Provincial Public Employment Service Office (PESO)
- Provincial Cooperative Development Office (PCDO)
- Department of Labor and Employment (DOLE)
- Overseas Workers and Welfare Administration (OWWA)
- Philippine Overseas Employment Administration (POEA)
- Technical Education and Skills Development Authority (TESDA) and Technical Vocational Education and Training (TVET) schools
- Department of Education (DepEd)
- Department of Trade and Industry (DTI)
- Provincial Agriculture Office
- Provincial Environment and Natural Resources Office (PENRO)
- Department of Agrarian Reform (DAR)
- Youth Organizations
- OFW and Family Organizations
- Federation of Private Schools
- NGOs
- Cooperatives
- Government banks and rural banks
- Faith-based organizations
- LGU representatives of municipalities operating OFW Desks or from the top five migrant labour-sending municipalities of the province

Figure 02**OSRC Organizational Chart**

Subcommittees

Taking the lead in conceptualizing, developing, and implementing the main programmes of the Centre are its four Subcommittees, namely:

1. Information, Research, Networking, and Advocacy;
2. Savings, Investment, and Enterprise Development;
3. Psycho-Social Services; and
4. Migration and Development Initiatives.

The **Information, Research, Networking, and Advocacy Subcommittee** takes charge of various activities that pertain to addressing information needs of the youth and migrants. The Subcommittee should assist the Centre staff in developing a database that should be, in the long term, accessible to the beneficiaries.

It is also tasked to spearhead activities that would expand the Centre's supporters and partners, and engage the general public to support its advocacies on

youth employment, safe internal and international migration, and migration and development.

The Subcommittee is also tasked to initiate consultations among various partners in the following concerns: addressing the employment problem of the out-of-school and in-school youth; the mismatch between the skills of the employable youth and the needs of the industry; and the need to mitigate the costs and harness the benefits of internal and overseas migration.

This Subcommittee is usually led by the Public Employment Service Officer. Leaders and representatives of various youth, migrants', and their families' associations in the province should be part of the Subcommittee.

The **Savings, Investment, and Enterprise Development Subcommittee** shall initiate activities to promote savings, investment, and entrepreneurial consciousness among the youth, migrants, and their families.

The Subcommittee must also take the lead in conducting trainings on financial literacy

and savings mobilization, and seminars on entrepreneurship, business opportunities, skills training, and managing business enterprises.

It must be able to periodically ascertain the economic needs of the youth and migrants by holding consultations and initiate the necessary interventions in the form of trainings and other services.

This Subcommittee is usually led by the DTI and NGOs, and rural banks or cooperatives with existing savings and investment programme for the youth and migrants.

The **Psycho-Social Services Subcommittee** should do the following:

1. coordinate the efforts of various partners in providing services to the youth and in addressing employment and migration-related problems of clients who seek advice and counselling from the Centre; and
2. oversee the work of the staff in providing such assistance and guide them in developing an efficient referral system for the cases brought to the Centre's attention.

Note: In the latter section of this Manual, the flow and referral system in handling various cases among the youth, migrants, and their families are spelled out and discussed.

The Subcommittee is usually led by the PSWDO and NGOs that have experience in providing psycho-social services to the youth and migrants.

The **Migration and Development Initiatives Subcommittee** takes charge of the following:

1. conceptualizing various activities and projects that seek to channel the talent, skills, and resources of migrant Filipinos towards the development of their communities of origin;
2. engaging private businesses, government agencies and NGOs in identifying various economic opportunities, developing appropriate value-chain interventions, and conceptualizing concrete economic projects where overseas Filipinos can invest in.

Projects should be able to attract both individual investors and group investments of migrants. To minimize the risks on investments, the Subcommittee should forge partnership with successful and top-ranking cooperatives and rural banks of the province. Viable micro, small, medium enterprises in the province are identified and assistance is provided from production to market linkage by the members of the Migration and Development Subcommittee.

The Subcommittee is usually led by representatives of DA, OWWA, TESDA, and leaders of migrant organizations or NGOs working with overseas Filipinos.

OSRC Frontline Staff

The Centre shall be manned by both full-time and part-time staff from the participating government agencies and partner organizations. The frontline staff implements the programmes and services of the OSRC.

The next chapter discusses the responsibilities and the knowledge and skills required from the Centre's full-time and part-time staff.

The PESO is a non-fee charging multi-employment service facility or entity established or accredited pursuant to Republic Act No. 8759 otherwise known as the PESO Act of 1989. The PESO is envisioned to be established in all capital towns of provinces, key cities, and strategic areas as a community-based facility and maintained largely by LGUs, NGOs, community-based organizations, and academic, technical and vocational institutions. It carries the objective of strengthening and expanding existing employment facilitation services of the government particularly at the local level. It offers a venue where people could explore simultaneously various employment options and seek assistance they prefer, serve as a referral and information centre for various services of the DOLE and other government agencies present in the locality, provide clients with adequate information on employment and labour market situation, and network with other PESOs within the region for employment or job exchange purposes. In recent years, the PESOs have been engaged to provide overseas employment-related services.

The strength of the PESO is its legal foundation. Nevertheless, it is constrained by very limited staff and other resources which impact on the heavy scope of its functions. PESO can find refuge in an OSRC as a complementing partner. The OSRC is founded on the concept of multi-sector engagement where partners commit to share time and space in its facility to cascade their services down to the grassroots. An OSRC likewise carries a portfolio on envisioned functions that reinforce or complement with what PESO is made up of. An OSRC can define its special target clientele, such as the youth and migrants, as well as highlight the specific services that respond to their needs, while taking advantage of homogeneous services and possibly physical facilities provided by the PESO.

05

What capacities and skills are required from the OSRC staff and personnel of partner organizations to implement the Centre's programmes and services?

The provincial government shall assign full-time and part-time staff to manage the OSRC's operations.

Full-time Staff

The full-time staff manage the day-to-day operations of the OSRC. Ideally the staff should come from the provincial government and should include the following:

1. a Centre Manager,
2. an Employment Counselor,
3. a Provincial Social Welfare and Development Officer (PSWDO),
4. an Information Communication Technology Assistant, and
5. a Technical and Administrative Assistant.

The full-time staff take their directions and guidance from the OSRC Coordinating Committee and from the four Subcommittees.

The staff's competence and capacity in running the Centre and implementing its programmes must gradually be honed and developed. Listed in Table 6 are the required knowledge, competencies, capacities, and skills that the OSRC staff should possess, suggested activities that could help the staff to acquire those knowledge and skills, and the possible service providers.

Table 06 Knowledge and Skills Required from the OSRC Staff

Knowledge and Skills Required	Activity	Possible Service Providers*
Understanding Issues and Concerns of the Youth and Migrants Stakeholder Analysis of key players of the OSRC (existing services, gaps, and potentials of services providers)	Study Mission of Existing OSRC Environment Scanning	Atikha/IOM
Strategic Planning on Setting up Programmes and Services for the Youth and Migrants	Consultation	Atikha/IOM LGU
Case Management	Training	Atikha/IOM
Basic Employment Services	Training	DOLE/ILO
Conducting Seminar on Financial Literacy and Addressing Barriers to Reintegration	Training of Trainers	Atikha/IOM
Training on How to Start and Improve Your Business (SIYB)	Training of Trainers	ILO DOLE / DTI
Identifying Business and Investment Opportunities, Enterprise Development and Value Chain Analysis and Intervention	Training	SERDEF/IOM DTI LGU
Identifying and Packaging Migration and Development Initiatives	Consultations	Atikha/IOM

The OSRC staff are expected to provide a wide range of services so staff development and capacity-building should be a continuing activity.

Table 7 presents the recommended continuing education programme for the OSRC staff.

The OSRC Coordinating Committee should seek the assistance of both government agencies and NGOs for the training of staff so they can acquire the above-listed competencies and skills which are vital in providing the programmes and services of the Centre.

The Coordinating Committee should periodically supervise and assess the performance of the Centre staff.

Table 07**Continuing Education Programme for OSRC Staff**

Continuing Education Programme	Activity	Possible Service Providers
Peer Counselling for youth and migrant counsellors	Training	DSWD/PSWDO /Atikha
Laws governing cases of the youth and migrants	Consultation	POEA/OWWA/ DSWD/Migrant NGOs
Database management	Training	IOM / LGU IT Staff
Pre-employment Orientation Seminars	Training of Trainers	POEA/Migrant NGOs
Pre-departure Orientation Seminars	Training of Trainers	OWWA/Migrant Organizatons/Migrant NGOs
Gender Sensitivity Seminar	Seminar	Provincial GAD/PSWDO/ Women Organizations and Migrant Organizations
Parent Effectiveness Seminar	Series of seminars	DSWD/PSWDO
ERPAT (Gender Sensitivity for Husbands Left Behind)	Series of seminars	DSWD/PSWDO
Training on Integrating Migration Issues in School Programmes/Curricula	Teachers Training	Atikha/IOM
Leadership Training and Organizing the Youth and Migrants	Seminars	Youth and Migrant NGOs / PSWDO
Integrating Migration into Development Planning	Consultation	NEDA/IOM
Conducting Assessment of Activities and Evaluation of Programmes	Training	NEDA

Part-time Service Staff/Mobile Service Providers

Periodic mobile or part-time services can be expected from other government agencies, partner civil society organizations, NGOs, and youth and migrant associations who have signed the Memorandum of Understanding. The Department of Labor and Employment (DOLE), Department of Trade and Industry (DTI), Overseas Workers Welfare Administration (OWWA), Philippine Overseas Employment Administration (POEA), Department of Agriculture (DA), Provincial Planning and Development Office (PPDO), and Provincial Social Welfare and Development Office (PSWDO) are among the institutions that may extend periodic mobile or part-time services. Youth and migrant associations in particular are to be encouraged to work on a part-time basis at the OSRC.

The part-time personnel are expected to hold office at the OSRC, help out in its operations, and provide weekly or monthly services in the centre as stipulated in the Memorandum of Understanding (MOU)

among the various stakeholders. Part-time staff should include the following:

- **Social Worker:** handles the psycho-social cases of youth and migrants
- **OWWA Welfare Officer:** handles the concerns of OWWA members
- **POEA personnel:** overseas employment counselling and cases of illegal recruitment
- **PESO:** employment counselling
- **Youth Peer Counsellor:** peer counselling
- **Migrant Peer Counsellor:** peer counselling
- **DTI officer:** business advisory services
- **DA personnel:** counselling in agri-business concerns
- **NGO workers** (with programmes and services for the youth and migrants): social and economic advisory services

06

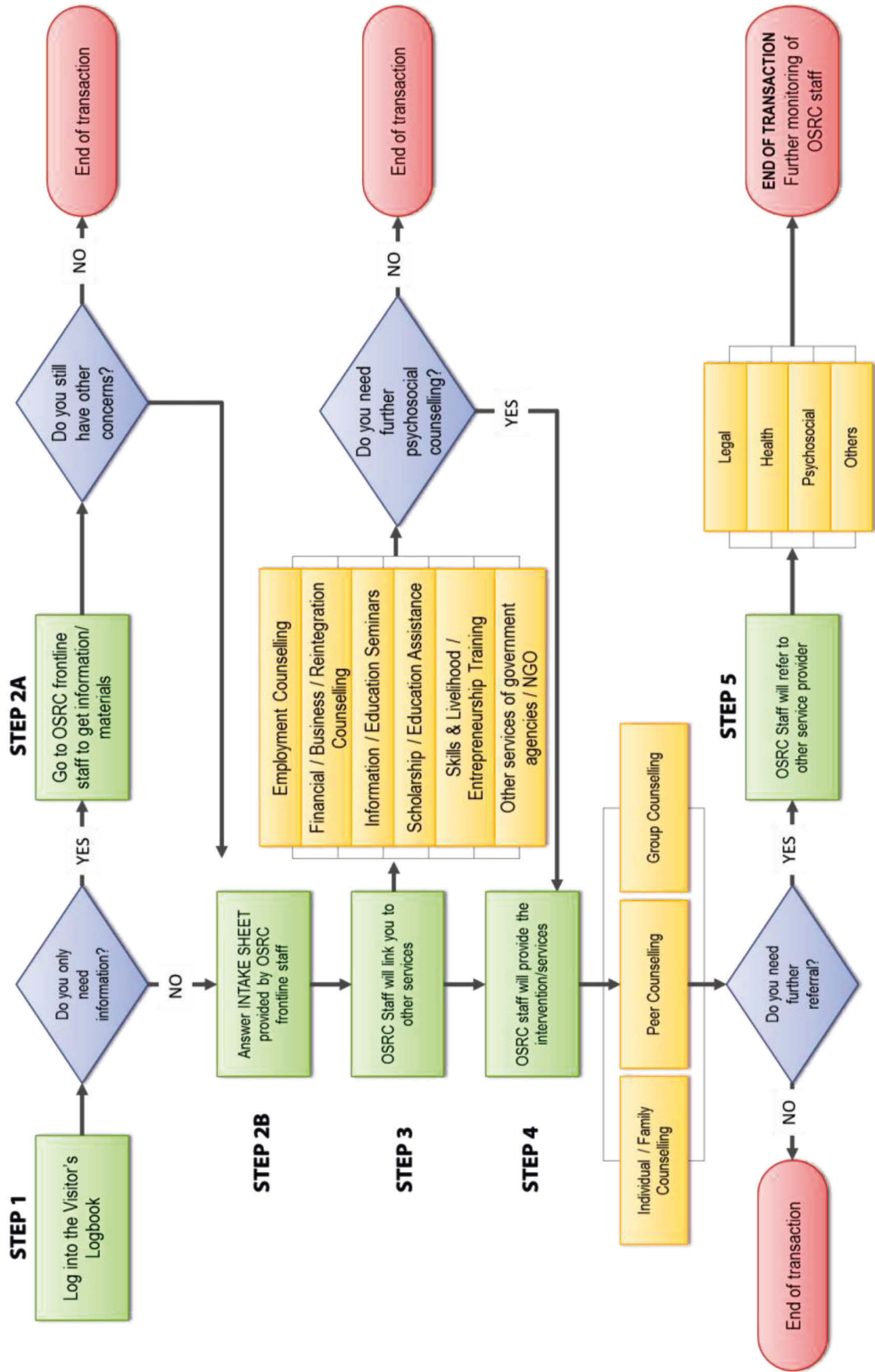
How does an OSRC handle its clients?

OSRC staff must expect different types of clients to visit the Centre. The procedural guide contained in this Manual is intended to guide staff and clients on the process that they will undergo in the OSRC when a case is brought to its attention.

Types of Cases Handled by an OSRC

The main target clients of an OSRC are the youth, internal and international migrants, and their families. Cases most likely to be handled by an OSRC are:

1. Cases involving youth employment such as problems involving out-of-school youths, school drop-outs, unemployed youths, and underemployed youths;
2. Psycho-social concerns of the youth brought about by problems like drug addiction and abandonment, and cases of youths who are in conflict with the law;
3. Internal and international migration cases such as human trafficking, irregular migration, contract violation, abuse, exploitation, and other human rights violation;
4. Cases related to social costs of migration such as problems of communication gap, estranged relationships, early marriage, dependency, abandonment, and family break-up; and
5. Reintegration cases, both crisis and planned return and reintegration.



OSRC Procedural Guide

Figure 3 shows a detailed Procedural Guide to orient and guide the staff and clients on the process that they will go through when a case is brought to the attention of an OSRC. It is advisable that this Procedural Guide be posted at the entrance of the Centre to provide direction to the clients.

STEP	Logging in the Visitor's Log Book
1	OSRC staff directs clients to register in the Visitors Logbook. Figure 4 provides a sample.

Figure 04

Client's Log Book

No.	Date	Time	Name	Address	Contact Details	Services Required				Signature of Client	Attended by
						Information	Psycho-social	Economic	Others		

After logging in, there are two options open to the client:

- » **Option 1:** If the client needs only information, proceed to [Step 2 A.](#)
- » **Option 2:** If the client needs further intervention, proceed to [Step 2 B.](#)

STEP	Going to OSRC Frontline staff to get information or materials
2A	OSRC frontline staff entertains requests of the clients and provides required general information, materials, training schedules, lists of jobs available, government forms, and other information. ✓ TRANSACTION ENDS when the client does not have any other concerns.

STEP	Answering the Intake Sheet
2B	OSRC frontline staff interviews the client and fills up the Intake Sheet. See Appendix 3, Fig. 5 for sample of the Intake Sheet.

STEP	OSRC Staff linking the client to services of partner organization
3	Based on the assessment of the client's needs, OSRC staff links the client to the various service providers of the Centre. Following are the possible cases and services that can be provided by OSRC staff and partners: <ul style="list-style-type: none"> 1) Seeking employment – to be linked to the PESO for employment counselling 2) Interested to set up business – to be linked to TESDA, Dep Ed's Alternative Learning System, DOST for skills training, and DTI and other NGOs for entrepreneurship training 3) Education Subsidy – to be linked to Dep Ed, PSWDO, NGOs for scholarship

	<p>4) Planning for return and reintegration – to be linked to DTI and other financial counselors for financial counseling, business advisory counseling, and reintegration counselling</p> <p>5) Information and Education Seminars – to be linked to the OSRC frontline staff involved in the information and value formation seminars conducted by partner NGOs, faith-based organizations, and schools</p> <p>6) Other services of government agencies and NGOs</p> <p>✓ END OF THE TRANSACTION when client does not have other concerns.</p> <p>» Option to proceed to <u>Step 4</u> if the client is requiring more intensive intervention.</p>
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<p>STEP</p> <p>4</p>	<p>OSRC providing psycho-social intervention</p> <p>OSRC staff refers the client to counsellors if the client requires psycho-social intervention. Depending on the assessment of the client’s needs, the Centre can tap the services of the following:</p> <ul style="list-style-type: none"> • peer counselling by youth or migrant peer counsellors • group counselling by OSRC facilitators • individual and family counselling by the social workers of the OSRC <p>✓ END OF THE TRANSACTION when client does not have other concerns.</p> <p>» Option to proceed to <u>Step 5</u> if the client is requiring more intensive intervention.</p>
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<p>STEP</p> <p>5</p>	<p>OSRC referring the client to other service provider</p> <p>OSRC staff refers the client to other service providers if the client requires specialized services that are not within the competencies of the Centre’s full-time and part-time staff. Often, these cases involve complex health, legal, and psycho-social issues.</p> <p><i>Refer to Chapter 7 for detailed guide for specific case management.</i></p> <p>✓ END OF THE TRANSACTION when client does not have any other concerns.</p>
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07

How does an OSRC address and manage cases brought to its attention?

A One-Stop Resource Centre handles cases using a community-based case management approach. A community-based approach refers to interventions done simultaneously at the Centre, in schools, or in offices of partner agencies. It is different from an institution-based approach in which services are exclusively provided in an institution like a shelter or a hospital (Maristela, 2011).

The cases are evaluated at the Centre but the intervention process involves other partners like the following:

1. guidance counsellors of schools;
2. peer counsellors of youth and migrant organizations; and
3. social workers of the Provincial Social Welfare and Development Offices (PSWDO) or civil society partners.

OSRC's case management service requires a well-defined referral system because the frontline staff would have limitations in handling complex legal, psycho-social, and other cases that need specialized care and attention.

Process Flow of OSRC's Case Management Service

The process flow for case management is a six-step process that the frontline staff should follow. This is illustrated in Figure 6.

Figure 06

Case Management Process Flow



An OSRC should have a comprehensive directory of its referral networks. Each entry should include the name of the

organization, contact persons, telephone numbers, e-mail addresses, and the specific services provided by the agency.

Please see Appendices 4-7 for directories of some government agencies.

Management of Migration-Related Cases

The following section provides guidelines in handling migration-related cases. Migration-related cases are either cases of overseas Filipinos or of the families they left behind.

Guidelines on handling youth cases are tackled in Chapter 8.

The cases of OFWs are classified according to the stages of migration: pre-departure, on-site, and reintegration.

Table 08 Management of Cases of Overseas Filipino Worker

CASE	OSRC Intervention	Responsible Agencies	Information/Skills Competencies Required of Staff
<p>1) PRE-DEPARTURE CASES OF OFWS</p> <ul style="list-style-type: none"> Recruitment in banned countries Non-licensed recruitment agency Recruitment Agency going to barangays to recruit Recruitment of those below the age of 23 Recruitment by relatives of POEA and DOLE Charging of recruitment fees more than expected one month salary Fly-Now-Pay-Later schemes No contract being provided to prospective OFWs Non-attendance in Pre-departure Orientations Trainings conducted other than by authorized training centres 	<ul style="list-style-type: none"> Ascertain facts of the case Check with POEA and DFA approved countries for deployment. (www.poea.gov.ph; and www.dfa.gov.ph) Explain status of specific country of destination to clients In case of violation, report said agency to POEA (such report should be noted by OSRC head) Verify license and job order of recruitment agency with POEA Check if the agency has a valid Special Recruitment Authority (SRA) Explain status of agency to client and legal rights that are being violated Explain legal options and remedies Ascertain client's decision and full cooperation If client decides to file a formal complaint: <ul style="list-style-type: none"> Help document complaint, gather sworn statement, help fill in pro-forma complaint Brief client on procedure for complaint Accompany client in filing complaint, if needed Explore Police Action- --if illegal recruitment has been ascertained and agency is still operating and victimizing prospective OFWs Assist OFW in face-to-face hearings--- Psycho-social preparation and briefing Follow up and monitor results <p>*If client decides not to formally file a complaint, assist him/her in negotiating with recruitment agency. *Report violation to POEA</p>	<ul style="list-style-type: none"> POEA and DFA (list of countries banned for deployment) POEA Regional Centres/ Extension Units where complainant was recruited Department of Justice National Bureau of Investigation Police 	<ul style="list-style-type: none"> List of approved countries with certification List of banned destinations List of countries where deployment is temporarily suspended POEA and DFA advisories Understanding of Philippine Laws on International Migration especially RA 8042 as amended by RA 10022 Criteria for Host Countries; Illegal Recruitment Definition; Prohibited Acts Understanding of POEA Rules and Regulations: Rule 1 to Rule VI Documentation – Simple Sworn Statement and Affidavit Negotiation skills
<p>2) ON-SITE CASES: CONTRACT VIOLATIONS AND HUMAN RIGHTS ABUSE</p> <ul style="list-style-type: none"> Contract substitution Working with no day-off Verbal, physical, and sexual abuse Termination of Contract Escape from Abusive Employers 	<ul style="list-style-type: none"> Ascertain facts of the case Establish communication with OFW in distress Coordinate with Office of the Undersecretary for Migrant Workers Affairs (OUMWA) DFA, OWWA, and POEA Provide counselling to family member as needed Follow up and monitoring 	<ul style="list-style-type: none"> OUMWA DFA for undocumented workers OWWA and POEA for documented workers 	<ul style="list-style-type: none"> Labor Code Chapter II Occupational Health and Safety RA 8042/ RA10022 Section 3 and Section 4 Deployment of Migrant Workers RA 10022: Migrant Workers' Centre in destination country

CASE	OSRC Intervention	Responsible Agencies	Information/Skills Competencies Required of Staff
	*Administrative case against recruitment agency may be filed with the POEA when worker has returned		<ul style="list-style-type: none"> • OWWA Policies and Programmes • POEA Rules and Regulations Part VI Recruitment Violation and Related Cases; Rule 1 Jurisdiction and Venue
3) CASES OF TRAFFICKING <ul style="list-style-type: none"> • Falsification of documents • Recruitment of women/ underage for prostitution 	<ul style="list-style-type: none"> • Ascertain facts of the case • Establish communication with OFW in distress if possible • Coordinate with OWWA for documented and OUMWA for undocumented workers • Counselling for the family • Brief OFW and family on repatriation procedure <p>*Administrative case against recruitment agency may be filed with the POEA when worker has returned</p>	<ul style="list-style-type: none"> • OWWA Regional Officer and Welfare Officer in country of destination to locate whereabouts of OFW and provide necessary assistance • Philippine Embassy, OUMWA for undocumented migrants • Regional Inter-Agency Against Trafficking (RIACAT) for cases of trafficking 	<ul style="list-style-type: none"> • RA 10022 Mandatory repatriation of underage • RA 9208 Trafficking victims entitlements
4) CASES OF MIGRANTS IN CONFLICT WITH THE LAW <ul style="list-style-type: none"> • Adultery • Possession of illegal drugs • Falsification of documents/ Forgery • Murder, Homicide • Rape, Sexual Abuse • Embezzlement/Fraud • Possession of illegal/ restricted materials • Illegal recruitment/Human trafficking • Stealing, Non-payment of loans 	<ul style="list-style-type: none"> • Ascertain facts of the case • Explain legal rights and procedure • Coordinate with OWWA regional office and DFA OUMWA • Provide family counselling • Plan other support services to address psycho-social and economic concerns of the family 	<ul style="list-style-type: none"> • OWWA Regional Office and Welfare Officer in country of destination • DFA OUMWA 	<ul style="list-style-type: none"> • RA 10022 Legal Assistance Fund
5) CASES OF ILLNESS AND DEATH	<ul style="list-style-type: none"> • In cases of illness, refer to health facilities; explain Philhealth procedure and documentary requirements to OFW and family; brief OFW and family on repatriation procedure; refer to Philhealth • In cases of HIV: check the manual of Action for Health Initiative (ACHIEVE) • In cases of death: Explain repatriation procedure and entitlements on Insurance Coverage for Agency Hired Workers to the family; inform about documentary requirements; provide psycho-social counselling to spouse, parents, siblings, or children; refer to OWWA 	<ul style="list-style-type: none"> • Philhealth • OWWA 	<ul style="list-style-type: none"> • RA 10022 Sec. 37 A Compulsory Insurance Coverage for Agency Hired Workers • Philhealth Procedures on Claiming Benefits • OWWA Procedures on Claiming Benefits

CASE	OSRC Intervention	Responsible Agencies	Information/Skills Competencies Required of Staff
<p>6) CASES OF REPATRIATION AND CRISIS REINTEGRATION</p> <ul style="list-style-type: none"> • Repatriation and crisis reintegration due to illness, political and economic crisis, illegal recruitment, contract violations, and trafficking 	<ul style="list-style-type: none"> • Brief OFW and family on repatriation procedure • Assess the psycho-social effects of trauma and abuse (physical abuse, violence due to war, impact of illness, legal issues, and continuous vulnerability to reprisal from traffickers, criminal network, and unpaid debt in cases of trafficking and illegal recruitment, and link to DSWD and other NGOs providing psycho-social services • For victims of trafficking especially children, determine family and social reintegration problems such as family and community perception on return and reintegration and determine best option for reunification and rehabilitation. Refer to DSWD and other institutions handling victims of trafficking. • Determine the financial situation/difficulties such as presence of savings, investment, skills, and other sources of income of the OFW and the family, and link them to services of the Economic Committee and business advisory services and training • For contract violation- File money claims with the National Labor Relations Commission (NLRC) 	<ul style="list-style-type: none"> • Philippine Embassy and OUMWA • OWWA Welfare Officer in country of destination • OWWA Regional Officer/ National Reintegration Center for OFWs • NLRC - Labor Arbitrer • DSWD for cases of trafficking 	<ul style="list-style-type: none"> • RA 10022 Rule XIII Repatriation of Workers • RA 8042/RA 10022 Money Claims
<p>7) CASES OF PLANNED REINTEGRATION AND RETIREMENT</p> <ul style="list-style-type: none"> • Retirement due to old age but without enough savings and investment for return and reintegration • Planned Return and Reintegration (Reintegration of Achievement and Innovation) 	<ul style="list-style-type: none"> • Financial counselling on assessing the requirements for retirement to determine total amount of funds required • Present various investment options in the area • Link with partner financial institutions • Link to financial literacy training and business advisory counselling services and other trainings • Provide psycho-social counselling to migrant returnee and family members to determine adjustment issues and concerns • Assess skills, resources, and timeframe for volunteer services • Link with Migration and Development Committee 	<ul style="list-style-type: none"> • OSRC Savings, Investment and Enterprise Development Committee and Migration and Development Committee • OWWA and NRCO-reintegration services • Partner cooperatives, rural banks and other financial institutions - for savings investment and loan programme for OFWs and families left behind • Department of Trade and Industry – business advisory counselling • PLGU agriculture cluster and Department of Agriculture • Department of Agrarian Reform – business advisory counselling in agri-business, agri-agro business opportunities, and 	<ul style="list-style-type: none"> • Financial literacy training • Peer counselling training • List of partner financial institutions and business advisory counsellors

CASE	OSRC Intervention	Responsible Agencies	Information/Skills Competencies Required of Staff
		resources that can be leveraged by government agencies <ul style="list-style-type: none"> • Department of Science and Technology – skills training • NGO - Financial, business and investment counselling 	

Table 09 Management of Cases Involving Families Left Behind by Migrants

CASE	OSRC Intervention	Responsible Agencies	Information/Skills Competencies Required of Staff
1) CASES INVOLVING SPOUSE LEFT BEHIND <ul style="list-style-type: none"> • COMMUNICATION GAP • EXTRA-MARITAL RELATIONS • ALIENATION AND FAMILY BREAK-UP • DEPENDENCY • IRRESPONSIBILITY IN MANAGING FINANCES AND NURTURING CHILDREN 	<p>Interview the couple individually and as a couple and assess nature and cause of problem of the couple</p> <p>Assist them in identifying and understanding their issues and determine their willingness to patch up the relationship and in meeting half-way</p> <p>If the couple has deeply rooted issues, refer to professional counsellor</p> <p>In cases of dependency, determine the cause and link to financial literacy training and business advisory services and other trainings if the spouse is interested to engage in business or to PESO if the spouse is looking for employment opportunities</p> <p>If the couple is determined to break up, refer them to legal service provider and provide counselling also to the children</p>	PSWDO- Parent Effectiveness Seminar Marriage counsellor Peer counsellor PESO Economic Committee (Business Advisory Services and Training) Legal service	Counselling Peer Counselling
2) CASES INVOLVING CARE-TAKERS AND OTHER FAMILY MEMBERS <ul style="list-style-type: none"> • INABILITY TO FULFILL PARENTING ROLE • DISSIMILAR VALUES AND STYLE IN NURTURING CHILDREN WITH OFW PARENTS • DEPENDENCY • GAP BETWEEN CARETAKER AND CHILDREN 	<p>Assist caretakers in understanding their value and role as surrogate parents in the lives of the children left behind</p> <p>Organize and encourage caretakers to attend Parenting and Rearing Children of OFWs seminar</p> <p>Link to financial literacy training and business advisory services and training if interested in employment or business</p> <p>Link with parents if caretakers are uncooperative</p>	PSWDO – seminars on parenting Peer Counsellors DTI for business training PESO for employment counselling	Counselling Peer Counselling

08

How does an OSRC address the various concerns and problems of the youth?

An OSRC can help address unemployment, underemployment, and other issues affecting the youth in the province where it operates. It must provide both strategic interventions and specific services to youth problems and cases brought to its attention. This can be accomplished by forging cooperation among various stakeholders.

Interventions to Major Youth Employment Problems

Through consultations done in Masbate, Antique, Maguindanao, and Agusan del Sur, the following were identified as major problems with youth employment:

1. mismatch between the youth's education and training and the needs of the various industries in the province;
2. immediate employment of the youth (for out-of-school youth, for those who are still studying, and for those who are undergoing specialized trainings); and
3. problems regarding the safe migration of the youth to urban centres in the region and other parts of the country and to other countries.

With these in mind, initiatives and interventions (summarized in Table 10) that can be pursued by the OSRCs in the MAMA provinces were identified. These efforts can serve as a guide to other OSRCs.

Table 10**Major Youth Employment Problems and What an OSRC Can Do**

YOUTH PROBLEM	WHAT AN OSRC AND ITS PARTNERS CAN DO?
1) Mismatch between the youth's education and training and needs of industries	<ul style="list-style-type: none"> • Regular consultation between owners of companies, DepEd officials, youth organizations, TESDA, TVET schools, and Centre personnel regarding the needs of companies and capacities of the youth; • Updating of the Philjobnet and OSYMRC website regarding job openings and skills required by companies in the province; • Dissemination of other information materials regarding job vacancies • Skills registry of youth graduates and those trained in various skills • TESDA, TVET schools, and Dep ED to consider the skills required of industry in the province; integrate agri-business training in the curriculum of TESDA and TVET schools to include training not only on skills needed for employment abroad. • Career guidance counselling to include opportunities for jobs in the province including opportunities for entrepreneurship and agri-business
2) Immediate employment	<ul style="list-style-type: none"> • Conduct of quarterly job fairs • Promote and capacitate the youth on the use of the Philjobnet through regular consultations with youth leaders and organizations especially the out-of-school youth organizations. • Provide access to information on job vacancies to the youth through OSRC website, Facebook, and other social media channels • Link schools with industry/business/offices • Create a communication channel among employers, OSRC, schools, and youth organizations for job opportunities in the province
3) Safe employment	<ul style="list-style-type: none"> • Information campaign against illegal recruitment and trafficking in schools and communities especially those being targeted by illegal recruiters • Ensure the discussion of safe migration in the curriculum of TESDA and TVET schools, and in values and social studies education in DepEd schools • Training of youth and community leaders on cases of illegal recruitment and trafficking of internal and international migrants and the process of reporting such cases to authorities • Ensure regular Pre-employment Seminar/Pre-migration Seminar in the community • Provide information on the referral system of OSRC and partner agencies of actual cases of trafficking and illegal recruitment

An OSRC must keep track of the following information and make them available to the youth and other interested parties:

1. list of companies and government agencies, persons-in-charge, and their contact numbers that have to do with youth employment and safe migration; and
2. on-going projects on youth employment and safe migration of different organizations and agencies.

Furthermore, regular meetings by the OSRC Coordinating Committee must be convened to regularly assess the employment situation of the youth in the province. Major problems and their appropriate solutions should be identified and discussed.

An OSRC may also refer its clients seeking employment assistance to the nearest Public Employment Service Offices.

Service to Individual Youth Cases

Individual youth cases that may be brought to the Centre's attention can be classified into three:

1. cases related to employment;
2. cases involving the children of migrants; and
3. cases involving other youth problems.

These cases are summarized in Tables 11, 12, and 13. The tables cite what an OSRC can do with each case and the agency it may be referred to. It also highlights the knowledge and competencies required from the staff for them to be able to handle a case.

Table 11 Management of Youth Employment-Related Cases

CASE	OSRC Intervention	Responsible Agencies	Information/Skills Competencies Required of Staff
<ul style="list-style-type: none"> • Youth Employment • School-related problems/lack of interest in school (cutting classes, non-attendance, drop-out) 	<ul style="list-style-type: none"> • Determine the underlying cause of lack of interest in school. • For economic reason, to augment family income: If youth is still interested to go to school, coordinate with school for the child to benefit from the Earn While You Learn project of DepEd or TVET schools. • If youth is interested in employment, refer to PESO or DTI/DA/NGOs for counselling and referral. 	<ul style="list-style-type: none"> • PESO for job matching • DTI/DA/DOLE/TESDA/NGOs for business advisory counselling, skills training and Start and Improve Your Business Seminar 	
Child Labour	<ul style="list-style-type: none"> • Determine and validate the circumstances of child labour. • Provide counselling and psycho-social service • Referral to concerned agencies 	<ul style="list-style-type: none"> • DOLE Regional/Provincial Office for violations of the Child Labor Law • DepEd, TESDA, P/C/MSWDO for educational services • PNP, P/C/MSWDO for rescue • P/C/MSWDO for temporary shelter and provision of basic needs • DOH/PHO/CHO/MHO and to the P/C/MSWDO for medical services • P/C/MSWDO and PAO for legal services 	<ul style="list-style-type: none"> • The Labor Code of the Philippines Presidential Decree No. 442, as Amended. A Decree Instituting a Labor Code thereby Revising and Consolidating Labor and Social Laws to Afford Protection to Labor, Promote Employment and Human resources Development and Insure Industrial Peace Based on Social Justice. • Presidential Decree 603. The Child and Youth Welfare Code • RA 9231: An Act Providing for the Elimination of the Worst Forms of Child Labor and Affording Stronger Protection for the Working Child, Amending for this Purpose A No. 7610, as Amended, Otherwise Known as the "Special Protection of Children Against Child Abuse, Exploitation and Discrimination Act" • RA 7658: An Act Prohibiting the Employment of Children Below 15 years of Age in Public and Private Undertakings, Amending for this Purpose Section 12, Article VIII of RA 7610.

			<ul style="list-style-type: none"> • DOLE, Department Order No. 65-04-Rules and Regulations Implementing RA No. 9231, Amending RA 7610, as amended Pursuant to Section 10 of Republic Act No. 9231 (An Act Providing for the Elimination of the Worst Forms of Child Labor and Affording Stronger Protection for the Working Child, Amending for this Purpose Republic Act No. 7610, as amended, Otherwise Known as the Special Protection of Children Against Child Abuse Exploitation and Discrimination Act.)
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Table 12 Management of Cases of Children of Migrants

CASE	OSRC Intervention	Responsible Persons and Agencies	Information/Skills Competencies Required of Staff
<ul style="list-style-type: none"> • Communication gap, Alienation, Early marriage, young girls overburdened by housework 	<ul style="list-style-type: none"> • Interview the child and other members of the family • Assess the root cause of the problems/ issues of the child • Help the child and the family understand the causes of the problems and assist in bridging gap between the child and OFW parents • Encourage parents and children to participate in gender sensitivity seminar • If the psycho-social problem is severe, refer to DSWD and other organizations involved in psycho-therapy 	<ul style="list-style-type: none"> • PSWDO for counselling and seminars on gender sensitivity for fathers (ERPAT) and other members of the family • School counsellors • Peer counsellors • NGOs involved in providing psycho-social intervention in the area 	<ul style="list-style-type: none"> • Counselling • Peer Counselling

Table 13 Management of Other Youth Problems

CASE	OSRC Intervention	Responsible Agencies	Information/Skills Competencies Required of Staff
<ul style="list-style-type: none"> • Early Marriage, Teenage Pregnancy 	<ul style="list-style-type: none"> • Assist the client to deal with the stress/pressure brought about by pregnancy • Guide the young couple towards responsible parenthood • Attend to physical, emotional, and mental well-being of the client 	<ul style="list-style-type: none"> • PSWD for cases of adoption and solo parents' benefits 	<ul style="list-style-type: none"> • RA 8972: An Act Providing for Benefits, Privileges to Solo Parents and their Children • RA 9523: An Act Requiring the Certification of the DSWD to Declare a Child Legally Available for Adoption • RA 9255: An Act Allowing Illegal Children to Use the Surname of their Father amending Art. 176 of Family 209

<ul style="list-style-type: none"> • Physical, Emotional, Verbal, and Sexual Abuse 	<ul style="list-style-type: none"> • Determine and validate the circumstances of physical, emotional, behavioural indications of physical/emotional/verbal abuse • Determine the person responsible to take care of the minor • Assess the physical, mental, emotional, and social condition of the parents in taking care of the child (to determine the parents' capability of taking care of the child) • Refer to concerned agencies 	<ul style="list-style-type: none"> • P/MSWD or NGO for rescue and temporary shelter for abused children and for psycho-social counselling (individual and family) • P/MSWDO/PAO for legal services 	<ul style="list-style-type: none"> • PD 603: The Child and Youth Welfare Code • RA 7610: An Act Providing a Stronger Deterrence and Special Protection Against Child Abuse, Exploitation and Discrimination, and for other purposes • Family Code of the Philippines, Chapter 2: Substitute Special Parental Authority, Article 216-219 • Civil Code of the Philippines, Chapter 6: Substitute Parental Authority, Article 349-355 • RA 9262: An Act Defining Violence Against Women and their Children, Providing for Protective Measures for Victims, Prescribing Penalties and for Other Purposes.
<ul style="list-style-type: none"> • Drug Addiction 	<ul style="list-style-type: none"> • Assist the client to identify underlying causes of the problem • Refer for therapy and rehabilitation 	<ul style="list-style-type: none"> • PSWD and NGOs working with youth having problems of drug addiction 	<ul style="list-style-type: none"> • RA 9165: Comprehensive Dangerous Drug Act of 2002, repealing Republic Act 6425, otherwise known as the Dangerous Drugs Act of 1972

09

How can an OSRC engage migrants in the development of their communities of origin?

It is important to engage overseas Filipinos in the sustainable development of their communities of origin to create jobs and economic opportunities for them, their families, and other members of the community. A vibrant local economy will create a favourable environment for their investments, enterprises, and eventual return and reintegration to their communities of origin.

In the book, *Diasporas: New Partners in Global Development Policy*, Kathleen Newland discussed various ways through which migrants can be involved in the development of their home community and country of origin. These various types of engagement through which overseas Filipinos can also be enjoined to participate in are the following:

1 Migrant Entrepreneurship

Setting up a business is one of the most common goals of migrants. The moment they are able to save enough capital, migrants or their families engage in business like trading, real estate, and agri-business.

2 Migrant Philanthropy

Migrants often have the desire to give back to their families, communities, schools, and churches. Millions of pesos are donated for the construction of schools, churches, and barangay halls. Nurses and doctors conduct medical and surgical missions to populations in far-flung areas.

3 Migrant Volunteering

Migrants who are professionals gain knowledge and skills while abroad. Such knowledge and skills could be transmitted to and utilized by their communities of origin. This transfer of knowledge and skills to the country of origin translates to “brain gain”.

4 Migrant Investment in Agri-based Cooperatives, Rural Banks, and Microfinance Institutions

Not all migrants are interested in setting up their own enterprises. Others are just interested to invest their money either while they work abroad or when they retire and return to the Philippines. Investing in rural financial institutions provide capital for rural communities.

5 Migrant Tourism and “Nostalgic Trade”

Filipino migrants form part of the market for Philippine tourism. When migrants are vacationing, they want to visit tourist destinations in the country.

“Nostalgia trade” involves goods produced in the country of origin marketed to a

migrant group in the country of destination. Nostalgia goods include foodstuff, films and music, reading materials, utensils and dishes, ornaments, textiles, and clothing. Nostalgia goods help migrants to maintain a sense of identity and community while living abroad (Newland, 2010).

6 Migrant Advocacy

Overseas Filipinos, even if they are abroad, continuously engage on issues concerning their country and province of origin. With the proliferation of new communication technologies, migrants could have their voices heard on the various issues confronting the country.

The potentials of engaging overseas Filipinos exist but these still have to be harnessed for local economic development. Since migration and development is a fairly new concept, the OSRC and the Migration and Development Subcommittee must be able to advocate this to other stakeholders.

Table 14 suggests ways on how OSRCs can enhance migrant engagement in the development of their communities of origin.

Table 14

Forms of Migrant Engagement, Limitations, and Respective Activities that will Enhance Migrant Engagement for Local Economic Development (Dizon-Anonuevo, 2012)

Migrant Engagement	Limitations	How Can the OSRC and Partners Enhance Migrant Engagement for Rural Development?
• Migrant Entrepreneurship	<ul style="list-style-type: none"> • Lack of information on business opportunities and markets • Lack of skills to manage the business 	<ul style="list-style-type: none"> • Develop a database of business opportunities of the province • Create a Business Advisory Circle/Groups at the provincial level that can assist migrants and their families in setting up and managing business • Link migrants with existing training on entrepreneurship and technology transfer
Migrant Philanthropy	<ul style="list-style-type: none"> • PLGU and other stakeholders do not have programme for tapping migrant philanthropy • Lack of information on projects that can provide jobs and economic opportunities 	<ul style="list-style-type: none"> • Consultation with leaders of HTAs, LGUs regarding joint community projects which migrant donations can support • Identify development projects of the PLGU and other stakeholders that can be funded by donations of hometown associations such as projects in agri-business and agro-forestry. Link these projects with CFO’s Linkapil Program and other organizations involved in philanthropy

Migrant Engagement	Limitations	How Can the OSRC and Partners Enhance Migrant Engagement for Rural Development?
		<ul style="list-style-type: none"> • Alumni Associations abroad could be linked to fund the Earn While You Learn Program of the Department of Education Career Pathways- Technology Livelihood Educaiton (CP-TLE) • Alumni of TESDA and TVET should also be tapped for Earn While You Learn Projects of TESDA and TVET.
<ul style="list-style-type: none"> • Migrant Volunteerism 	<ul style="list-style-type: none"> • Donor-driven and does not respond to the long-term needs of the community • Not linked to existing technology requirements of industry of the province 	<ul style="list-style-type: none"> • PLGU together with Provincial Health Office and PSWDO to identify long-term medical and health needs of the province that can be supported by diaspora volunteerism/ philanthropy of nurses and doctors from abroad • Identify technology requirements of medium-scale enterprises in the province that can be linked with overseas Filipinos skills and knowhow • OSRC can have a database of existing migrants interested in providing volunteer services to provinces and municipalities
<ul style="list-style-type: none"> • Migrant Investment 	<ul style="list-style-type: none"> • Not linked with agriculture development of the province • Existing models need to be replicated and scaled up • Opportunities in agriculture not communicated to migrants of the province 	<ul style="list-style-type: none"> • Conduct Value Chain Analysis of existing industries in the province to identify opportunities for medium-scale enterprises for investment of migrants • Migration and Development Subcommittee to oversee the conduct of financial and technical feasibility • Identify good practices that can be replicated and scaled up in the province from among the existing initiatives of NGOs and agri-based cooperatives • Package financial education and investment mobilization for migrants abroad and in the province
<ul style="list-style-type: none"> • Migrant Tourism and Nostalgic Trade 	<ul style="list-style-type: none"> • Tourism opportunities especially in ecotourism and agro-tourism in the province are not developed and packaged • Nostalgic trade opportunities in the province are not developed and packaged for export 	<ul style="list-style-type: none"> • Migration and Development Subcommittee to study the opportunities for eco/agro-tourism and nostalgic trade in the province • Provincial Tourism Board, DA, and DTI to look into development of eco/agro-tourism destinations for overseas Filipinos visiting the province and nostalgic trade and marketing abroad for overseas Filipinos coming from the province
<ul style="list-style-type: none"> • Migrant Advocacy 	<ul style="list-style-type: none"> • Donor-driven and does not tap migrants as change agents for the province 	<ul style="list-style-type: none"> • Create a Facebook Group of all migrants from the province to open channels of communication between the migrants and the PLGU • Assign IT person to continuously provide information on developments of the province • Engage migrants in current discourse and get their ideas on how to improve the province

Text Box 2 The Migration and Development Committee of Agusan del Sur at Work

After conducting a value chain analysis, Agusan del Sur's Migration and Development Committee identified two key investment opportunities in agriculture that could be the migration and development project of the province. These are the setting up of a rubber processing facility where they need to mobilize PHP 40M and the setting up of a rice processing complex where they need about PHP 50M.

Agusan del Sur is one of the top producers of rice and rubber in Mindanao but they do not have facilities to process these products. Farmers are forced to sell their products to traders and these are processed in other provinces. They sell their palay cheap and then buy rice at a more expensive price.

Agusan del Sur has also identified investment in agro-forestry as projects both for investment and philanthropy. The Migration and Development Committee plans to assist these initiatives by providing technical assistance from feasibility study to resource mobilization. Successful agri-based cooperatives are to be tapped as partners for the setting up and management of these enterprises where the migrants could invest in. Capital share will be offered for investment of migrants so they could help in the agricultural development of their province.

10

How can the operations and impacts of the various programmes and services of an OSRC be measured?

It is imperative that an OSRC conducts timely monitoring and evaluation of its activities, services, and programmes. These assessments and evaluations will assist the Coordinating Committee to take stock of what the Centre has accomplished and its weaknesses and strengths. Periodic assessments and evaluation will also help OSRC stakeholders to review its mandate, current programmes and services, and plan new initiatives.

It is recommended that an OSRC conducts three types of assessment and evaluation:

1. Assessment of activities
2. Programme evaluation
3. Comprehensive evaluation

Table 15**Types of Assessment and Evaluation an OSRC Should Conduct**

Type	What to assess or evaluate	Time of conduct	Who will assess?
Assessment	Activity (meeting, seminar, training, etc.)	Immediately after holding the activity, latest would be a week after	OSRC staff and those who initiated and sponsored the activity
Programme Evaluation	Four component programmes of the OSRC	Bi-annual (every six months of implementation of each programme)	OSRC staff and the committees responsible for each programme
Evaluation of the Centre	Annual goals set versus what was attained (including review of operations and financial standing of the Centre; performance of committees and staff)	Annual (once a year)	OSRC Coordinating Committee and staff

Assessment of activities

Data should be gathered during the actual implementation of each activity conducted. It is also necessary to assess the activity immediately after its conduct. The assessment must be done by the OSRC staff and those who were involved in its conduct.

In the assessment, the following questions should be raised:

1. Were the objectives set for conducting the activity attained? Why or why not?
2. Did the activity contribute to the implementation of a specific Centre's programme?
3. Should the activity be taken on as a regular service or programme? If no, why not? If yes, should major changes be made in the conduct of the activity?

Programme Evaluation

The major programmes of the Centre must be constantly reviewed and evaluated, at least bi-annually. Programme evaluation consists of two types:

1. outcome evaluation (evaluating whether what was planned was achieved or not)

2. impact assessment (unintended effects are assessed aside from the intended consequences of the programme).

Outcome evaluation seeks to identify the short-term results attained by a programme. The evaluation identifies also the reasons for the success or failure in implementing what was planned. Example result of an outcome evaluation: The OSRC conducted 10 financial literacy training seminars attended by 300 youths and migrants. The participants have very positive feedback on the conduct of the trainings in terms of content, methodology, and technical aspects. The participants learned how to set their financial goals, budget their earnings, and make sound investments.

Impact assessment evaluates the long-term effects of a programme—both the expected and the unexpected, positive and negative consequences. The assessment measures the impact of a programme in terms of its effects on the following: behaviours and lives of the beneficiaries; government policies; and socio-economic situation of the communities. Example result of an impact evaluation: Financial literacy seminars have increased the percentage of migrants' investments and enterprises which created jobs and economic opportunities in the area.

Members of the OSRC subcommittees and the Centre staff should conduct an impact evaluation of the programme/s they are responsible for. Bi-annual evaluation reports should be submitted to the OSRC Coordinating Committee.

Comprehensive Evaluation

A comprehensive evaluation of the Centre should be conducted annually and should be based on following:

1. assessment of activities ;
2. bi-annual evaluation of programmes;
3. performance evaluation of its key personnel; and
4. financial report of the Centre.

The comprehensive evaluation must appraise whether the set mission and goals of the Centre have been reached. It must be able to recommend new courses of action if warranted. The conduct of the annual performance evaluation must be led by the Coordinating Committee.

Tools for Evaluation

Three tools can be used in the evaluation:

1. Progress Score Card for Establishing the OSRC
2. Operations Score Card for OSRC Programmes & Services
3. OSRC Programme Outcome Evaluation

Progress Score Card for Establishing an OSRC

The Progress Score Card for Establishing an OSRC (see Figures 7 and 8) serves as a tool for guiding OSRC stakeholders in evaluating their readiness in launching and operating an OSRC.

The score card is a self/open-evaluation instrument with 1 as the lowest and 5 as the highest score. Individual scores are added up and the sum score indicates their level of readiness to operate an OSRC. Please see interpretation of scores in the Progress Score Card.

Figure 07 Progress Score Card for Establishing an OSRC

AREA					
A. Legal Mandate - Ordinance for the setting UP of the OSRC	1	2	3	4	5
1) Advocacy to Sanggunian					
2) SP will sponsor					
3) Ordinance drafted					
4) Ordinance being discussed in session					
5) Ordinance passed					
B. Multi-stakeholder Coordinating Council	1	2	3	4	5
1) Members of the Coordinating Council identified					
2) Coordinating Council met and agreed on strategic program and task					
3) Coordinating Council and Committees designed specific programs and services					
4) Coordinating Council signed the MOA					
5) Coordinating Council and committees pursued and implemented their respective commitments and tasks					

C. Staff and Training (Case Management, Financial Literacy and other Capacity Building Activities)	1	2	3	4	5
1) No staff designated for the OSRC					
2) Minimum of 2 staff assigned with Job Orders (JOs) and with no training					
3) Minimum of 2 staff assigned with Job Orders (JOs), training and gender balance					
4) Staff assigned are designate PESO and/or PSWDO with training and gender balance					
5) Staff assigned include institutionalized (plantilla position) PESO, PSWDO, IT and JOs which respects gender balance					
D. Physical Center	1	2	3	4	5
1) desks					
2) 1 room					
3) 2 rooms					
4) rooms and training area					
5) rooms with training area, counseling room, desks/area for the part-time stakeholders, receiving area, computer area and library					
E. Budget - includes budget taken from	1	2	3	4	5
1) No budget					
2) Interim budget (e.g. donor-driven/discretionary funds)					
3) Ordinance-based/institutionalized budget					
4) Institutionalized budget plus Budgets taken from external sourcing					
5) Revenue generating budget					
F. Youth and Migrant Organization	1	2	3	4	5
1) no active organization who can be partner					
2) with informal organizations of youth and migrants					
3) with registered organization with minimal activity					
4) with organized youth and migrants who can join as partner organization					
5) youth and migrant organization with provincial federation to represent the youth and migrants					
G. Pool/Network of Trainers and Resource Speakers	1	2	3	4	5
1) no trainer and resource speakers					
2) with trainers from 2 organizations able to conduct 1 training					
3) with trainers from 4 organizations can be tapped to conduct 2 trainings					
4) with trainers from 6 organizations able to conduct 3-4 training seminars					
5) Multi-stakeholder training pool has the capacity to conduct various trainings of the OSRC					
TOTAL	35				
Interpretation of Scores: <ul style="list-style-type: none"> • Below 20 Needs improvement; will not be effective in operating the OSRC • 21-28 Can operate some services of the OSRC but should work on fulfilling the requirements of the center • 28-35 Can operate majority of the services of the center effectively and efficiently 					

Source: Atikha, 2012

Operations Score Card for OSRC Programs and Services

This OSRC Operations Score Card evaluates the organizational capacity of the OSRC coordinating committee, subcommittees and staff in leading and implementing the programs. The OSRC Coordinating Committee evaluates the OSRC's programs, services and operational performance by indicating the scores in the items listed, with 1 being the lowest and 5 as the highest score.

Guide for Scoring:

- 1- Not programmed
- 2- Program not implented
- 3- Implements occasionally (once a year for training)
- 4- Implemented according to availability of funds (at least 2x/year for training)
- 5- Regular program

The scores are added and the total score indicates the level of OSRC performance. The tool serves as a guide to the OSRC coordination committee on the programs and services that should be improved, monitores and mentored.

Figure 08

OSRC Operations Score Card

AREA:					
1. OSRC Programs and Services					
A. Information Research Networking Advocacy	1	2	3	4	5
1) Database of youth and migrants who have used the centre 1.a. Manual 2.b. Electronic					
2) Database of youth and migrants who have used the centre 2.a. Manual 2.b. Electronic					
3) Job Matching/Philjobnet/Skills registry at the provincial level 3.a. Manual 3.b. Electronic					
4) Jobs Fair					
5) Pre-Employment Orientation Seminars including Trafficking and Illegal Recruitment					
6) Gender Sensitivity Seminars					
7) Assistance to Organizing of Youth and Migrants					
B. Psycho-social Services	1	2	3	4	5
1) Individual and Family Counseling and Referral (social worker)					
2) Peer Counseling					
3) Direct assistance to youth and migrants (financial, legal, health)					
4) School-based seminars for youth and migrants (value formation and capability building)					
5) Community-based seminars for youth and migrants (value formation and capability building)					
6) ERPAT Seminar for husbands left behind					
7) Parent Effectiveness Seminar					
C. Savings Investments and Entrepreneurship Programme	1	2	3	4	5
1) Financial Literacy					
2) Business & Investment Counselling / Forum					
3) Skills and Livelihood Training					
4) Entrepreneurship Training (Start and Improve Your Business) and Mentoring					

D. Migration and Development Initiatives	1	2	3	4	5
1) Savings and Investment Mobilization					
2) Link migrant investment with agri-based / community-based enterprises					
3) Monitoring and Mentoring of youth and migrant's investment and enterprises					
II. Organizational Matters					
A. OSRC Coordinating Council and Committees	1	2	3	4	5
1) Planning meetings of council and committees					
2) Mid-year and Yearly Evaluation					
3) Special sessions for joint projects/ Task Forces					
B. OSRC Staff and Partners	1	2	3	4	5
1) Staff and partners are trained					
2) Staff have plantilla positions					
3) Passion and Commitment to the Task					
C. Space, Time and Resource-Sharing	1	2	3	4	5
1) Staff commitment and schedule are implemented					
2) LGU provides the fund allotted in the budget					
3) Partner agencies provide counterpart (funds and resources)					
D. Private Sector Engagement	1	2	3	4	5
1) NGOs are active partners					
2) Agri-based cooperatives are engaged in the Migration and Development initiatives					
3) Partner financial institutions have packaged savings and investment programmes for the youth and migrants					
4) Employers are linked to the OSRC for their job requirement					
5) Schools are linked to the OSRC for the skills registry					
6) Youth organizations are involved					
7) Migrants/ hometown associations save invest and donate to OSRC initiatives					
E. Publicity and Outreach	1	2	3	4	5
1) Tarpaulins and Signage					
2) Community based outreach					
3) School based outreach					
4) Radio and Other media					
Total					
Grand Total 205					
Interpretation of Scores:					
<ul style="list-style-type: none"> • 60 and below Needs Improvement and requires more advocacy and engagement of the stakeholders • 61-100 Fair and requires more intensive mentoring and monitoring • 101-150 Good and requires timely consultations and occasional monitoring and coordination • 151-205 Can operate the OSRC effectively and will be sustainable 					

Source: Atikha, 2012

Evaluation and Plan of Action

The objective of annual evaluation is to improve the OSRC's programmes and services. "Evaluation results should be used to identify new objectives and develop new action plans...They may also identify staff training needs to enable staff to carry out their work efficiently and provide services required" (Healthlink Worldwide, Section 9, p.13).

Towards these ends, the SWOT analysis is a useful tool. The OSRC after a year should identify its strengths (S) and weaknesses (W) as an organization and pinpoint the opportunities (O) and threats (T) from its external environment. It should answer the questions raised in Figure 10 which will help it in projecting its general courses and plans of action.

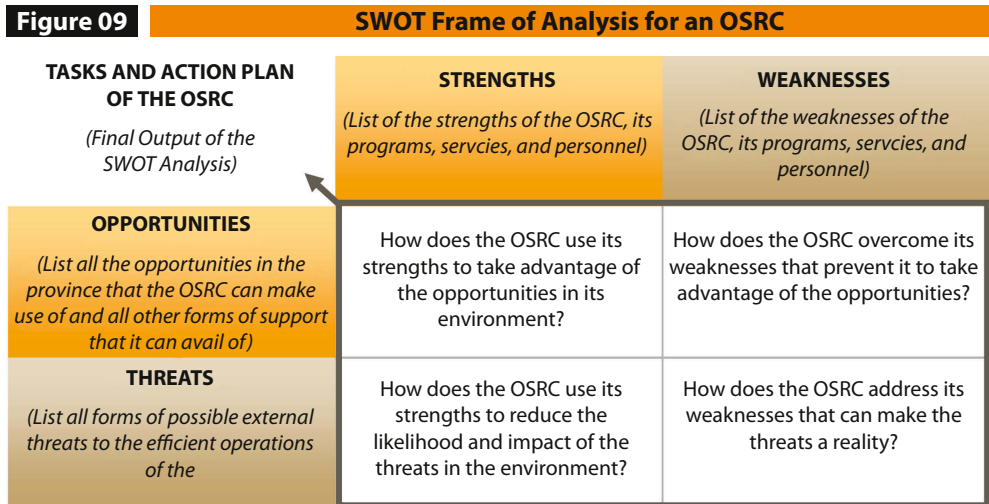
TASKS AND ACTION PLAN OF THE OSRC (Final Output of the SWOT Analysis)

How does the OSRC address its weaknesses that can make the threats a reality?

How does the OSRC overcome its weaknesses that prevent it to take advantage of the opportunities?

How does the OSRC use its strengths to reduce the likelihood and impact of the threats from the external environment?

How does the OSRC use its strengths to take advantage of the opportunities in its external environment?



Note: This is a revised version of the original figure in <http://ygraph.com/swotanalysis>.

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APPENDICES

APPENDIX 1

Sample Provincial Ordinance to Institutionalize an OSRC

Republic of the Philippines
PROVINCE OF AGUSAN DEL SUR
Gov. Democrito O. Plaza Government Center, Prosperidad

EXCERPTS FROM THE MINUTES OF THE 58th REGULAR SESSION OF THE 13th SANGGUNIANG PANLALAWIGAN OF AGUSAN DEL SUR HELD AT ITS SESSION HALL ON FEBRUARY 06, 2012 AT 10.55 O’CLOCK IN THE MORNING

PRESENT

Hon. Santiago B. Cane, Jr.	-	Provincial Vice Governor and Presiding Officer
Hon. Cesar M. Alonde	-	Sangguniang Panlalawigan Member - Distric I
Hon. Allan J. Santiago	-	Sangguniang Panlalawigan Member - District I
Hon. Virginia M. Getes	-	Sangguniang Panlalawigan Member - District I
Hon. Nestor L. Corvera, DMD	-	Sangguniang Panlalawigan Member - District I
Hon. Jose C. Bunilla	-	Sangguniang Panlalawigan Member - District II
Hon. Samuel E. Tortor	-	Sangguniang Panlalawigan Member - District II
Hon. Agusani A. Ananoria	-	Sangguniang Panlalawigan Member - District II
Hon. Alfelito M. Bascug	-	President, Philippine Councilors League Provincial Chapter
Hon. Richard M. Plaza	-	President, Liga ng mga Barangay Provincial Chapter
Hon. Clint Y. Yubuco	-	President, Sangguniang Kabataan Provincial Federation

ABSENT

Hon. Victor Vicente G. Plaza	-	Sangguniang Panlalawigan Member – District I
Hon. Gilbert G. Elorde (sick leave)	-	Sangguniang Panlalawigan Member – District II
Hon. Emmanuel L. Dairo	-	Sangguniang Panlalawigan Member – District II

ON OFFICIAL BUSINESS

None

Authored by:
Hon. Agusani A. Ananoria

PROVINCIAL ORDINANCE NO. 77
Series of 2012

AN ORDINANCE ESTABLISHING THE DATU LIPUS MAKAPANDONG YOUTH EMPLOYMENT AND MIGRANT CENTER IN AGUSAN DEL SUR, APPROPRIATING FUNDS THEREOF AND FOR OTHER PURPOSES

WHEREAS, Presidential Decree No. 603 also as the Child and Youth Welfare Code guarantees the protection of the rights and promotion of the welfare of the children and youth and ensure that they have determination to contribute their share in the building of a better world;

WHEREAS, Republic Act No. 7610 provides for the stronger deterrence and special protection against abuse, exploitation and discrimination of children;

WHEREAS, Republic Act 8042 as amended by R.A. 10022 also known as “The Migrant Workers and Overseas Filipinos Act of 1995” recognizes and value the important role of the government in providing higher standard of protection and promotion of the welfare

of migrant workers, their families and overseas Filipinos in distress and for other purposes;

WHEREAS, Article 13 of the Philippine Constitution mandates that: “The state shall afford full protection to labor, local and overseas, organized and unorganized and equality of employment opportunities of all.”

WHEREAS, the youth of Agusan del Sur comprising about 177,285 (PYDP 2011-2012) represent a large pool of production labor force who also possesses ideas skills and energy or contribute the development of the province;

WHEREAS, about 72.24% of the total number of youth 128,071 are out of school youth and about 68.99% are unemployed. (CBMS 2009);

WHEREAS, the Province of Agusan del Sur is comprised of a dynamic migratory population both internal and overseas;

WHEREAS, the Province is composed of 4,079 Overseas Filipino (Agusan del Sur CBMS 2009) concentrated in the municipalities of Bayugan City, Prosperidad, San Francisco, Trento and Esperanza with approximately 20,000 family members are left behind;

WHEREAS, it has been observed that the families left behind are experiencing the social cost brought about by migration such as ; estranged relationships, undervaluing of hard work and education, early marriages, conspicuous consumption and drug addiction;

WHEREAS, according to various stakeholder involved in youth, employment and migration, it is estimated that the remittance of Overseas Filipino of Agusan del Sur is approximately PHP 40 million monthly, but there is minimal evidence if its long term development impact on the families of Overseas Filipinos, their communities and even the province;

WHEREAS, the Provincial Government believe that there is a need to create an enabling environment for business and investment to create jobs and economic opportunities for the youth, migrants and other sectors.

WHEREAS, the Province recognize, the importance of minimizing the negative impact and maximizing the gains of migration towards local economic development so that migration in the Province of Agusan del Sur would be a choice and not a necessity;

WHEREAS, the Sanggunian Panlalawigan is convinced of the need for the establishment of the Datu Lipus Makapandong Youth, Employment and Migrant Center in Agusan del Sur. Appropriating Funds Thereof and For Other Purposes in the implementation of a responsive, efficient and sustainable services for the youth, migrant sector and their families.

WHEREFORE, be it ordained by the Sangguniang Panlalawigan of Agusan del Sur

SECTION 1. Title. This Ordinance shall be known as **An Ordinance Establishing the Datu Lipus Makapandong Youth, Employment and Migrant Center in Agusan del Sur, Appropriating Funds Thereof and For Other Purposes.**

SECTION 2. Objectives of the Center.

- 2.1 To serve as information hub and venue for discussion of issues on youth, employment, migration and YEM programs and services;
- 2.2 To provide services on safe migration and reintegration of migrants;
- 2.3 To provide economic opportunities by creating and/or expanding livelihoods and community enterprise through investment, job matching and incubation center for micro enterprise development.
- 2.4 To provide psychosocial services and training opportunities for youth, migrants and families left behind;
- 2.5 To serve as repository of Youth, Employment and Migration (YEM) developed advocacy tools and materials;
- 2.6 To develop a data base and a system of monitoring and referral on youth, employment and migrants and their families in the various stages of migration; and
- 2.7 To develop the capacities of various stakeholders in providing economic and social services for the youth and migrants of Agusan del Sur.

SECTION 3. Programs and Services. The Datu Lipus Makapandong Youth, Employment and Migrant Center will have the following programs and services.

- 3.1 Information Education Networking and Advocacy
 - 3.1.1 Information Hub (Job Matching/Jobs Fair, Employment Counseling).
 - 3.1.2 Interest-based Communication Facility (Computer Training);
 - 3.1.3 Data Base/Youth Profiling Overseas/Overseas Filipinos Profiling
 - 3.1.4 Information on various issues including health and national and provincial agencies' programs for youth, migrants.
 - 3.1.5 Pre-employment Orientation Seminar and Career Coaching.
 - 3.1.6 Country specific Pre-departure Orientation Seminar
 - 3.1.7 Organizing of Youth, Overseas Filipinos and OFW Families.
 - 3.1.8 Programs and Services of Overseas Workers Welfare Administration; Migrants Day, OFW Family Day, MOFYA and Philippine Overseas Employment Administration (POEA) Anti-Illegal recruitment; and
 - 3.1.9 Library of Youth Employment and Migration developed tools and other materials
- 3.2 Psychosocial Services
 - 3.2.1 Counseling and Referral (Psychosocial Counseling, Case Management, Paralegal Services, Stress Debriefing, Cases of Human Trafficking, Reintegration Counseling, Safe Migration);
 - 3.2.2 Life Skills Education/Value Formation for youth, children of migrant workers, families left behind;
 - 3.2.3 Peer Counseling; and
 - 3.2.4 Training on Responsible Parenthood (Enhanced Parent Effectiveness Services, ERPAT, Child Rearing).

- 3.3 Economic Savings and Investment Program
 - 3.3.1 Financial Literacy Seminar for migrants, families left behind and youth;
 - 3.3.2 Savings Program Accessing of Loans for Enterprise undertaking for Youth;
 - 3.3.3 Savings Mobilization for Children of OFW Migrants; and
 - 3.3.4 Livelihood and Skills Training
- 3.4 Migration and Development Initiatives
 - 3.4.1 Incubation Center for Micro-Enterprise Development (Start and Improve Your Business (SIYB)/Incubation Package for Enterprise Development, Search Engine of the Internet/ Ready Tech Go);
 - 3.4.2 Improving and Upscaling Existing MSME (Business Development and Counseling);
 - 3.4.3 Ecotourism and Adventure Tourism ((Homestay Ecotour/Homestay Accommodation and Tour Guiding);
 - 3.4.4 Development of Agri-based Enterprises –Agro-Forestry (Rubber, Falcata, Bamboo and Abaca);
 - 3.4.5 Linking Investments of Migrants with Agri-based cooperative/financial institutions, and
 - 3.4.6 Linking Migrant Capital and Market Earn While You Learn Program in Schools

SECTION 4 Composition and Organizational Structure

4.1 The Executive Committee (Exec Com) shall be composed of the Provincial Governor who shall Act as the Chairman while the Department of Labor and Employment (DOLE) Provincial Field Officer of the head of the designated Non-Government Organization (NGO) providing anti-human trafficking campaigns and services shall act as the co-chairman, and the ExeCom members as well. The Center Coordinator (Provincial PESO Manager) shall act as the Secretariat between and amongst the four (4) Coordinating Committees. Each sub-committee shall be led by its Coordinator. The full-time and part-time staff of the center shall be in-charge of the day to day operation of the center. The organizational structure of the Executive Committee and Coordinating Committee can be represented as follows:

- 4.1.1 Executive Committee (ExeCom)
 - 4.1.1.1 Chairman: Provincial Governor
 - 4.1.1.2 Co-Chairman: Department of Labor and Employment (DOLE) – Provincial Field Officer
 - 4.1.1.3 Co-Chairman: Head of NGO providing anti-human trafficking campaigns and services
 - 4.1.1.4 Sangguniang Panlalawigan (SP), Committee Chairman on Labor & Employment
 - 4.1.1.5 Technical Education and Skills Development Authority (TESDA) – Provincial Director
 - 4.1.1.6 Department of Trade and Industry (DTI) – Provincial Director
 - 4.1.1.7 Department of Education (DepEd) – Schools Division Superintendent
 - 4.1.1.8 Agusan del Sur Chamber of Commerce and Industry Foundation, Inc. (ASCCIFI) – Chamber President
 - 4.1.1.9 Overseas Filipino Workers Federation (OFWF), Provincial – Provincial Federation President

- 4.1.1.10 Provincial SK Federation – President
- 4.1.1.11 Provincial Social Welfare and Development Office (PSWDO) – Provincial Social Welfare and Dev’t Officer
- 4.1.1.12 Provincial Planning and Development Office (PPDO) – Provincial Planning and Development Coordinator
- 4.1.1.13 Provincial Public Employment Service Office – PESO Manager (acts as Center Coordinator and Secretariat)

4.1.2 Coordinating Committee:

4.1.2.1 Information, Research, Networking Advocacy

1. **Coordinator:** Provincial PESO Manager
2. **Co-Coordinator:** Agus Youth Organization (AYO!) – President
3. DOLE Provincial Field Officer
4. TESDA Provincial Director
5. OWWA Regional Supervisor
6. POEA – Regional Supervisor
7. Home Development Mutual Fund (Pag-ibig) – Manager
8. Social Security System (SSS) – Corporate Executive Officer
9. Philippine Health Insurance Corporation (Philhealth) – Chief Social Insurance Officer
10. PSWD Officer
11. Provincial Health Officer
12. Provincial Public Information Officer
13. Provincial Information and Management Officer
14. PPDO Coordinator
15. Provincial SK Federation President
16. Municipal PESO Managers
17. MSWD Officers
18. SIKAP, Inc. Executive Director
19. OFW Federation President
20. PYAP President

4.1.2.2 Psychosocial Services

1. Coordinator: PSWD Officer
2. Co-Coordinator: NGO providing youth counseling
3. DOLE Provincial Officer
4. OWWA Regional Supervisor
5. DepEd Schools Division Superintendent
6. Provincial Health Officer
7. Provincial PESO Manager
8. Provincial SK Federation President
9. MSWD Officer
10. SIKAP, Inc. Executive Director
11. OFW Federation President
12. AYO! President
13. Parents, Teachers and Community Association (PTCA) Federation President

14. Pag-asa Youth Association of the Philippines (PYAP) President
15. Faith-Based Organization Leaders/Pastors

4.1.2.3 Economic, Savings and Investment Program

1. Coordinator: DTI Provincial Director
2. Co- Coordinators:
 - a. San Francisco Government Employees Multi-Purpose Cooperative (SAFRAGEMC) General Manager
 - b. People's Bank of CARAGA President
3. DOLE Provincial Field Officer
4. OWWA Regional Supervisor
5. Department of Science and Technology (DOST) Provincial Officer
6. DepEd Schools Division Superintendent
7. TESDA Provincial Director
8. Provincial PESO Manager
9. Provincial Cooperative Development Service Office (PCDSO) Officer
10. PPDO Coordinator
11. HDMF Branch Manager
12. PHIC Chief Social Insurance Officer
13. SSS Corporate Executive Officer
14. ADSCCIFI President
15. TVET Heads/Focal Persons
16. PTCA Federation President
17. OFW Federation President
18. Youth Organization Presidents
19. Financial Institutions Head/Managers/Presidents
20. Faith-Based Organization Leaders/Pastors

4.1.2.4 Migration and Development Initiatives

1. Coordinator: SP Committee Chairman – on Labor and Employment
2. Co-Coordinator: OWWA Regional Supervisor
3. DOLE Provincial Field Officer
4. DTI Provincial Director
5. DepEd Schools Division Superintendent
6. Provincial PESO Manager
7. PSWD Officer
8. Provincial Tourism Officer
9. Provincial Agriculture Officer
10. Provincial SK Federation President
11. PPDO Coordinator
12. Municipal PESO Managers
13. MSWD Officers
14. TVET Heads/Focal Persons
15. OFW Federation President
16. Financial Institutions Managers/Heads

4.1.3 Center Coordinator: Provincial Public Employment Services Office – Provincial PESO Manager

4.1.4 Center Staff:

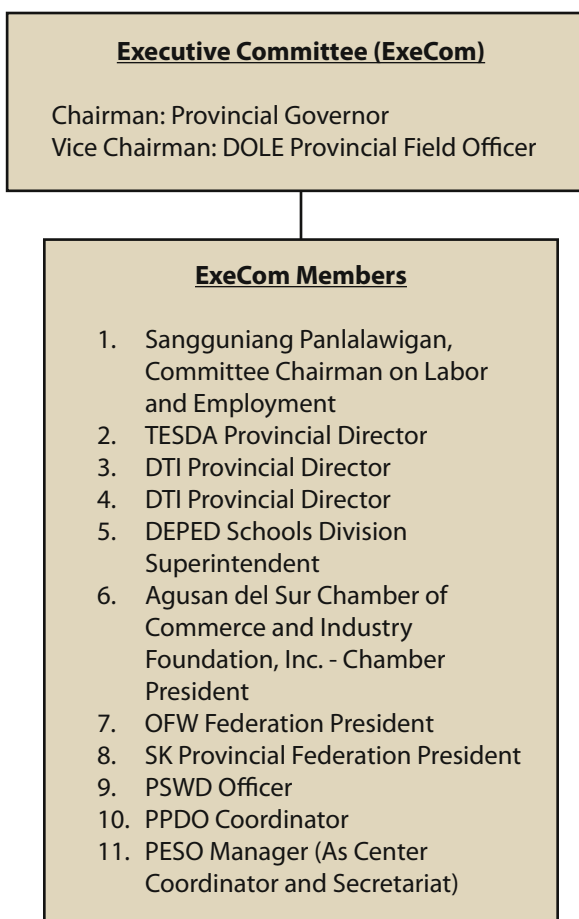
4.1.3.1 Full-Time:

1. Provincial PESO Manager
2. PSWD Officer or his/her designated Social Worker/s
3. Provincial SK Federation President or his/her designate
4. OFW Federation President or his/her designate

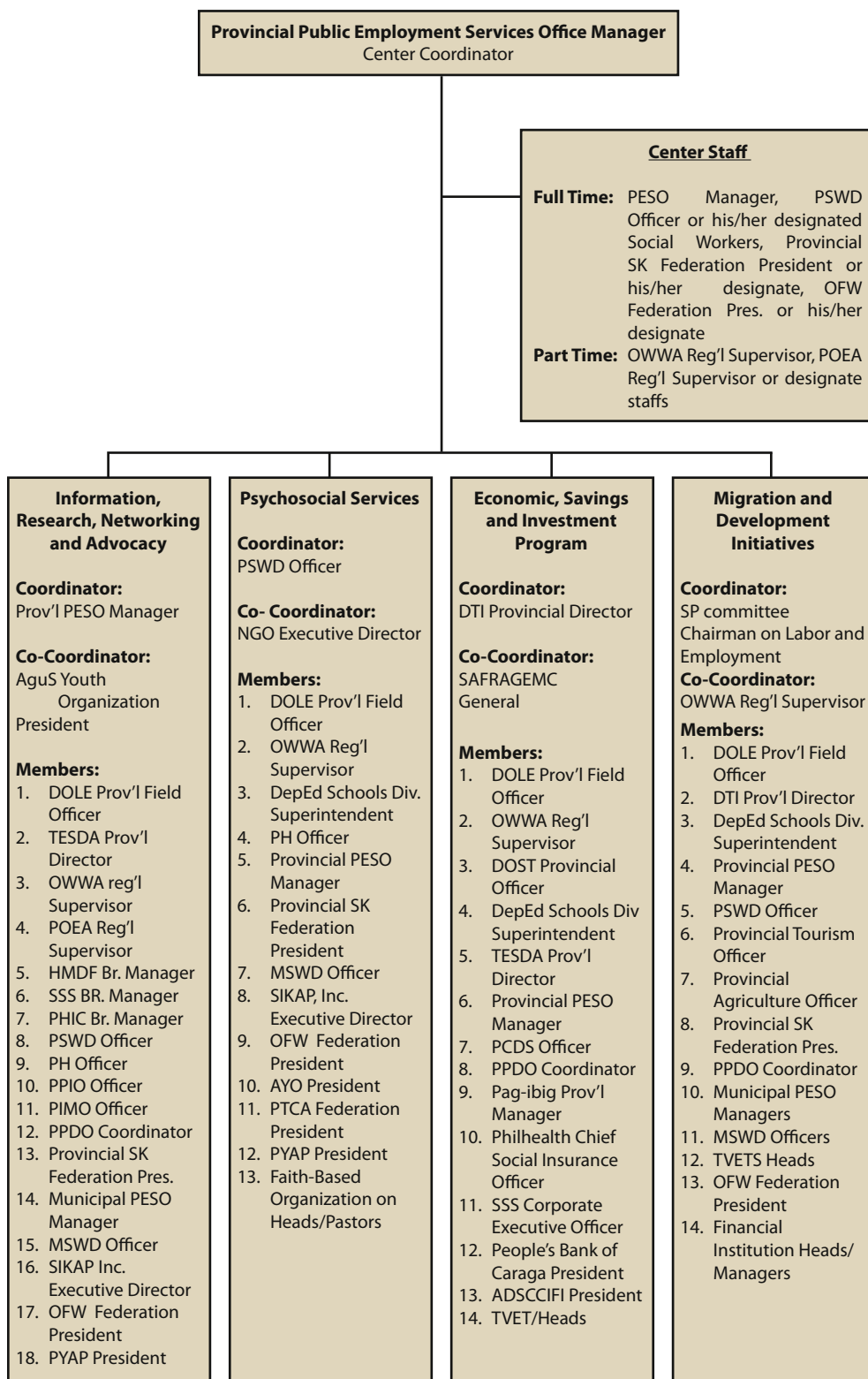
4.1.3.2 Part-Time

1. OWWA Regional Supervisor or his/her designate
2. POEA Regional Supervisor or his/her designate

4.2 Executive Committee Organizational Structure:



4.2.1 Coordinating Committee Organizational Structure:



SECTION 5. Tasks and Functions. The Datu Lipus Makapandong Youth, Employment and Migrant Center ExeCom will be an advisory body to the Provincial Development Council (PDC) structure to ensure that all its undertakings are mainstreamed with the provincial development thrusts. It shall be a policy-making body that is tasked to coordinate the formulation, implementation, monitoring, assessment and evaluation of plans, policies, programs, and project related youth employment and internal and overseas migration. It shall serve as an institutional mechanism to ensure that the concerns on youth employment and migration are being addressed at the regional and local levels. Specifically, the Datu Lipus Makapandong Youth, Employment and Migrant Center Executive Committee, Coordinating Committee and the Center Coordinator shall have the following functions:

5.1 Executive Committee Functions:

- 5.1.1 Shall resolve major issues and provide strategic direction concerning youth employment, migration and development in the province.
- 5.1.2 Identify and initiate policy research and formulate and recommend policies for implementation to facilitate youth employment and harness the skills and resources of the migrant workers and families.
- 5.1.3 Identify and prioritize programs and projects to be implemented by the Datu Lipus Makapandong Youth, Employment and Migrant Center.

5.2 Coordinating Committee Functions:

- 5.2.1 Coordinate youth employment and migration development efforts of the national/regional/local government and the private sector in the province to promote complementation of plans, programs and projects.
- 5.2.2 Monitor and evaluate the implementation of programs and projects by the Datu Lipus Makapandong Youth, Employment and Migrant Center and participating organizations and agencies; and Design and implement resource mobilization activities to generate additional funding for the center.
- 5.2.3 Implement youth employment and migration development programs, projects and activities as identified and prioritized by the ExeCom.

5.3 Center Coordinating Functions:

- 5.3.1 Oversee all the operation management of the center and coordinate and facilitate the implementation of youth employment and migration development programs, projects and activities.
- 5.3.2 Provide development reports and issues and concerns to the Executive Committee with recommendations.

SECTION 6. Physical Center and Staff

- 6.1 The provincial government shall designate a venue that shall function as the Datu Makapandong Youth Employment and Migration Center. This shall serve as the base of operation of the Center Coordinator and Coordinating Committee.
- 6.2 The provincial government shall assign fulltime and part-time staff to manage the day to day operation of the center. The staff should include Center Manager/Staff, Employment Officer, Provincial Social Welfare Staff, Information Communication Technology Staff, Technical and Administrative Staff.

SECTION 7. Appropriation

- 7.1 The Center shall have an initial annual appropriation of Php One (1) Million fund of the following:
 - 7.1.1 Monthly internet connection
 - 7.1.2 Supplies and Materials
 - 7.1.2.1 Reproduction of information materials
 - 7.1.2.2 Printer Ink
 - 7.1.2.3 Photocopier Ink/Toner
 - 7.1.3 Learning & Growth/ Capacity Development
 - 7.1.4 Seminar/Training, Meetings for a Dialogues. Conferences
 - 7.1.5 Advocacy and Information Campaign
 - 7.1.5.1 Anti-Illegal Recruitment Campaign
 - 7.1.5.2 PEOS
 - 7.1.5.3 PDOS
 - 7.1.5.4 Career Coaching and Mentoring
 - 7.1.5.5 Irregular Migration
 - 7.1.6 Oil, Fuel and Lubricants
 - 7.1.7 Salaries and Wages of Technical Staff

SECTION 8. Transitory Provisions. In Order for the center to operate, fund appropriation from Provincial PESO and any funds from the Executive Department shall utilized

SECTION 9. Repealing Cause. All ordinances, rules and regulation inconsistent with this Ordinance are hereby repealed and/or modified accordingly

SECTION 10. Effectivity. This Ordinance shall take effect immediately upon its approval.

ENACTED. February 06, 2012

CORRECT

CERTIFIED

C. RETUERTO MPA

BAUDILLA

of Sanggunian

Secretary

ATTESTED:

SANTIAGO B. CANE, JR.
Presiding Officer

APPROVED: _____

ALDOPH EDWARD G. PLAZA
Provincial Governor

APPENDIX 2

Sample Memorandum of Understanding Among Public and Private Sector Stakeholders to Operationalize the OSRC

MEMORANDUM OF UNDERSTANDING

PREAMBLE

WHEREAS, the Provincial Government of Agusan del Sur recognize the need to set up a resource center that will provide social and economic services for youth, overseas Filipinos and their families in its area of jurisdiction.

WHEREAS, the different government, civil society and private organizations have agree to share their financial, technical and human resources towards the benefits of the youth and migrants;

WHEREAS, the different participating organizations have agreed to cooperate and create a multi-stakeholder organization called the Datu Lipus Makapandong Youth Employment and Migrant Council that shall ensure the achievement of its common vision, mission and objectives in enhancing the welfare and quality of life of the Youth, the OFW's, their families and the community as whole.

WHEREAS, all parents are fully committed to jointly pursue strategies and effectively implement programs and services addressing the problem of unemployment/ underemployment, forced internal and external migration, growing social cost migration and create opportunities to be able to empower the youth, migrants and their families to address their issues and concerns and maximize their potentials.

WHEREFORE, for and in consideration of the foregoing premises, all parties mutually agree to perform the duties and tasks assign to them as follows:

Provincial Government of Agusan del Sur shall:

1. allocate a government facility that shall be used as the Datu Lipus Makapandong Youth Employment and Migrant Centre;
2. appoint and designate staff who will work fulltime and on a per schedule basis at the center
3. allocate an initial annual budget on the amount of One Million Pesos only (Php 1,000,000.00) and provide technical resources to ensure the successful implementation of economic, social programs and services for the youth, migrants and their families of Agusan del Sur; and
4. act as the overall coordinator of the Datu Lipus Makapandong Youth Employment and Migrant Center.

Specifically, the Provincial Government of Agusan del Sur shall perform its duties and tasks through the appropriate provincial offices/departments that are involved in youth employment and migration listed as follows:

Public Employment Service Office (PESO) shall:

1. take charge in the planning, implementation of the programs and services of the center in close collaboration with the Information, Education, Organizing and Research Committee and provide full time to assist in the frontline work of the center;
2. take the lead in implementing the program on Job Matching; and
3. oversee the pre-employment orientation seminars and the Anti-Illegal Recruitment, trafficking in persons campaign in coordination with POEA and OWWA regional offices.

Provincial Social Welfare and Development Office (PSWDO) shall:

1. lead in the implementation of the psychosocial programs and services in the center;
2. provide at least one staff who shall assist in the management of cases of youth, migrants, and their families; and
3. assist in the information of the value formation activities such as peer counseling, life skills, gender sensitivity and responsible parenthood seminars, among others

Provincial Planning and Development Office (PPDO) shall:

1. oversee the implementation of the Migration and Development initiatives in the province of Agusan del Sur;
2. ensure that the center's plans and programs must be incorporated in the provincial investment plans and initiatives in support to the programs and services of the center; and
3. assign a staff to the center to oversee the data banking and consolidation of research and information materials of the Datu Lipus Makapandong Youth Employment and Migrant Center.

Provincial Agriculture Office (PAO) shall:

1. assist in implementing the Migration and Development initiatives of the province of Agusan del Sur, specially the development of agri-agro enterprises for investment of migrants and their families.

Provincial Tourism Office shall:

1. assist the center to oversee the development of the Community Based Eco-tourism project of Agusan del Sur and link its programs and services to overseas Filipino investors or as tourists.

Provincial Information Management Office (PIMO) shall:

1. assist the center in the implementation of information, education, research, networking and advocacy committee programs and services;
2. provide technical assistance in the data banking, consolidation of research and information materials of the Datu Lipus Makapandong Youth Employment and Migrant Center; and
3. extend technical support through regular maintenance of Information Technology (IT) hardware and software equipment of the center.

Provincial Public Information Office (PPIO) shall:

1. extend all possible assistance and support with focus on advocacy in tri-media and information dissemination activities of the center; and
2. assist in the conceptualization and creation of information and education campaign (IEC) materials promoting the programs and services of Datu Lipus Makapandong Youth Employment and Migrant Center.

Provincial Office of the Department of Labor (DOLE) shall:

1. be the lead agency that will act as the overall co-coordinator of the Datu Lipus Makapandong Youth Employment and Migrant Council;
2. assist the center in data banking, organizing capacity building and training on financial literacy and livelihood skills training for youth, migrants and Overseas Filipino families and
3. provide the employment counseling, assist in Job Matching and Jobs Fair and coordinate with OWWA and POEA in providing assistance to migrant workers from pre-departure, onsite to return phase.

Provincial Office of the Department of Trade and Industry (DTI) shall:

1. be the lead agency that will oversee the implementation of the programs and services of the economic, savings and investment committee;
2. provide business counseling, entrepreneurship and financial literacy; and

3. assist in product development market linkage and in organizing business and investment opportunities seminar, and incubation of micro enterprise development of Agusan del Sur.

Overseas Workers and Welfare Administration (OWWA) Region 13 shall:

1. assign a regular staff who will assist in organizing the OFWs and their families in Agusan del Sur;
2. provide frontline staff to be center on a per schedule basis and link the services of OWWA to the Overseas Filipino Workers of Agusan del Sur; and
3. act as the co-coordinator of Migration and Development Initiative Committee, and take the lead in the implementation of the Migration and Development Committee programs and services.

Philippine Overseas Employment Administration (POEA) Region 13 shall:

1. coordinate with the Provincial PESO Manager on the implementation of the Pre-Employment Orientation Seminar (PEOS) and the campaign on anti-illegal recruitment, anti-trafficking in persons;
2. assist the Datu Lipus Makapandong Youth Employment and Migrant Center in providing legal and other technical support to victims of illegal recruitment, trafficking in persons and other related cases;
3. provide information, education and campaign (IEC) materials on overseas employment, updated list of licensed recruitment agencies and latest updates of job orders for government hiring;
4. facilitate processing of exit clearance of balik-mangagawa "vacationing/returning OFWs" and evaluation of overseas employment documents;
5. facilitate evaluation of documents for name hires and seafarers;
6. share and provide copies of memorandum circulars on banned countries/travel advisories concerning overseas employment; and
7. provide a frontline staff on a per schedule basis at least two (2) days per month.

Technical Education and Skills Development Authority (TESDA) shall:

1. assist and provide skills and livelihood training to OFWs and their families and assist seafarers in basic training and upgrading of skills and knowledge in seafaring;
2. tap land-based and sea-based OFW returnees as trainers in their area of expertise;

3. assist in the implementation of the economic, savings and investment program of the center; and
4. take the lead in Youth Profiling for Starring Career (YP4SC) for the out-of-school youths (OSY).

Department of Education (Dep Ed) shall:

1. conduct information and value formation activities for Overseas Filipino and their children;
2. link the Earn while You Learn Program of the CPTLE to the Overseas Filipinos through school donations of alumni from abroad; and
3. tap overseas Filipinos as market of the products of the Earn While You Learn Program.

Social Security System (SSS) and the Philippine Health Insurance Corporation (PhilHealth) shall:

1. provide the information and materials about the programs and services of the agencies; and,
2. encourage youth, OFWs and families to enroll their services.

San Francisco Growth Enhancement Multi-purpose Cooperative (SAFRAGEMC) shall:

1. to act as the co-chairperson and take the lead in the implementation of Economic, Savings and Investment Committee programs and services; and
2. pilot enterprise initiatives in tapping the migrant investments towards community-based enterprises; and
3. provide business counseling; assistance in marketing, entrepreneurship training and shall link the Overseas Filipino Enterprises to capital provided by the cooperatives in Agusan del Sur.

People's Bank of CARAGA shall:

1. act as the co-chairperson and take the lead in the implementation of the Economic, Savings and Investment Committee programs and services; and
2. provide business counseling, assistance in marketing, entrepreneurship training and shall link the Overseas Filipino enterprises in partnership with the other financial institutions in Agusan del Sur

Sibog Katawhan Alang sa Paglambo (SIKAP) shall:

1. assist in the implementation of the information, education, research, networking and advocacy committee programs and services and the psychosocial committee programs and services; and
2. continue to assist the center on the needs of the youth on entrepreneurial capability building like Start & Improve your Business (SIYB) program, leadership trainings, with special attention to indigenous people (IP) youth.

OFW Family Circle shall:

1. assist in the implementation of information education, research, networking and advocacy committee programs and services; Economic, Savings and Investment Committee programs and services, and Migration and Development Committee programs and services;
2. assign a member to volunteer and be part of the full-time staff in the center;
3. assist the center in providing updated list of Overseas Filipinos in the province for data banking purposes;
4. assist the center in the organizational formation and organizational strengthening of Overseas Filipinos and their families and link them to existing services of the government and NGOs; and
5. assist its members in address their issues and concern from pre-departure, on-site and return phase.

Agusan del Sur Chamber of Commerce and Industry Foundation, Inc. (ADSCCIFI) shall:

1. provide business counseling, entrepreneurship training, as well as assistance in linkaging and marketing of products; and
2. assist in the implementation of economic, savings and investment committee programs and services.

Pag-asa Youth Association (PYA) shall:

1. assist PSWDO & MSWDOs in organizing and strengthening the out-of-school youth of Agusan del Sur;
2. assist in peer counseling and life-skills training of the out-of-school youth; and
3. assign its members on a per schedule basis at the center.

Agus Youth Organization (AYO) shall:

1. act as the co-chairperson and take the lead in the implementation of the Information, Research, Education, Networking & Advocacy Committee Programs and Services;
2. assist in organization of young professionals;
3. assist the psychosocial committee on peer counseling;
4. take the lead and/or assist the PESO in the conduct of Career Coaching and Counseling; and
5. initiate the advocacy campaign, specifically on economic savings and investment among the young professionals.

Sanggunian Kabataan Provincial Federation (SKPF) shall:

1. provide assistance in information, education, organizing and capacity building activities of the youth in partnership with active youth organizations; and
2. assign a full-time staff to oversee and assist the implementation of youth programs and services related to employment issues and concerns.

Atikha Overseas Workers and Communities Initiative (Atikha, Inc.) shall:

1. link Pinoy Wise financial literacy campaign of overseas Filipinos to the campaign in Agusan del Sur; and
2. mobilize Overseas Filipino Investment towards agri-based enterprises of Agusan del Sur.

International Organization for Migration (IOM) shall:

1. provide relevant information materials on migration in the OSRC.

IN WITNESS WHEREOF, the parties hereby affixed their signatures in this Memorandum of Understanding this 24th day of February, 2012 at Datu Lipus Makapandong Youth Employment and Migrant Center, D.O Plaza Government Center, Prosperidad, Province of Agusan del Sur, Philippines.

We commit to support the Datu Lipus Makapandong Youth Employment and Migrant Center by bringing down our respective programs and services to the Province of Agusan del Sur for the benefit of its peoples-the youth, migrants and their families in particular, through this facility in mutual agreement as well as the terms and conditions, complaint with relevant national and local rules and regulations.

Provincial Government of Agusan del Sur

Represented by:

ADOLPH EDWARD G. PLAZA

Provincial Governor

Department of Education (DepED)

Represented by:

CRUCITA Z. MONTEJO-TAALA

School Division Superintendent
Agusan del Sur Province

**Department of Labor and Employment
(DOLE)**

Represented by:

OFELIA B. DOMINGO

Regional Director
DOLE-CARAGA Region

**Sibog Katawhan Alang sa Paglambo
(SIKAP)**

Represented by:

CRISTINE H. AMPON

Executive Director

**Provincial Office of the Department of Trade
and Industry (DTI)**

Represented by:

LOLITA ALTURA IGNACIO DORADO

Provincial Director
Agusan del Sur

**San Francisco Growth Enhancement Multi-
purpose Cooperative (SAFRAGEMC)**

Represented by:

FEDERICO A. BLANCO

Chief Executive Officer

**Overseas Workers and Welfare
Administration (OWWA)**

Represented by:

MARIETTA A. LUMAWAG

Regional Supervisor
OWWA CARAGA Region

People's Bank of Caraga

Represented by:

CARMELITA B. BILAOEN

President

**Philippine Overseas Employment
Administration (POEA)**

Represented by:

MARIETTA BELLOTENDOS

Regional Supervisor
POEA CARAGA Region

OFW Family Circle

Represented by:

ABIGAIL B. NAANDIG

President

**Technical Education and Skills Development
Authority (TESDA)**

Represented by:

JOVENTINO D. ALETA

Provincial Director – TESDA

Agus Youth Organization (AYO)

Represented by:

ENGR. CERENO TUMANDA

OFWFC Provincial Federation President

**Agusan del Sur Chamber of Commerce and
Industry Foundation Inc.**

Represented by:

LEAH LOU A. ABUHON

President

Social Security System (SSS)

Represented by:

INESIA S. MARQUEZ

Corporate Executive Officer, ADS Province

Pag-asa Youth Association (PYA)

Represented by:

GIRLIE E. MAOQUINTO

President – SP Chapter

Sanggunian Kabataan Provincial Federation (SKPF)

Represented by:

CLINT Y. YUBUCO

SKF Provincial President

Philippine Health Insurance Corporation

(Philhealth)

Represented by:

JOCELYN E. CANETE

Chief Social Insurance Officer

Atikha Overseas Workers and Communities Initiatives (Atikha, Inc.)

Represented by:

ESTRELLA MAI DIZON-AÑONUEVO

Executive Director

International Organization for Migration (IOM)

Represented by:

OVAIS SARMAD

Chief of Mission/MAC Director

SIGNED IN THE PRESENCE OF:

NAOMI LYN C. ABELLANA

Head, DOLE Provincial Field Office

DIVINA P. LAGUMPAY

Manager, Provincial Public Employment Service Office

APPENDIX 3

Sample OSRC Intake Sheet

III. PROBLEM PRESENTED:		
Children/Youth:	Overseas Filipino (OF):	Others:
Communication Gap with Parents / Indifference	Victim of Trafficking	Unable to Fulfill Parenting/ Caregiving Role
	Victim Physical, Verbal and Sexual Abuse	Gap in the Relationship
Abandoned and Neglected	Reintegration Problem	Financial Difficulty
Lack of Interest in School, Truancy, School Drop-out	Unknown Whereabouts of Overseas Filipino	Conflict in Parenting Style/Discipline
		Dependency of the Family/Relative
Attitude/Behavioral Problems/ Suicidal Tendency	Repatriation	In-law Problems
	Imprisoned OFW	Extra-marital Relationship
Child Placement: Custody, Parental Support	Irregular Migrant	Alienation/Family Break-down
	Loss of Documents	Labor Case (money claims, benefits)
Smoking, Gambling, Alcoholism and Drug Addiction	Retrieval of Baggage	Violation of Recruitment Standards
Early Marriage and Teenage Pregnancy	Violation of Labor Standards (Employment, Contract Violations, Illegal Recruitment)	Others: _____
Child Labor		
Victim of Physical, Verbal Abuse, Sexual Abuse/ Incest		
Children in Conflict with the Law		
Addiction to Computer Games/ Internet		
Peer Pressure		
Victim of Trafficking		
IV. INITIAL ASSESSMENT		
V. INTERVENTION		
A. Actions Taken		B. Referral
Counseling		Legal intervention
Link to skills and entrepreneurship trainings		Temporary shelter
Peer Counseling		Hospital / medical
Financial counseling		Psychosocial intervention
Job matching		Home visit/ school visit
Pre-departure/Reintegration counseling		
Welfare assistance		
Link to financial and investment programs		
Referral to other institutions		
Others: _____		
Interviewed by:		Conforme:
Witness:		
_____	_____	_____
Printed Name and Signature	Name & Signature of the Client	Printed Name and Signature
Date Taken:	Date Signed:	Relationship to the Client:

Note: The above information is highly confidential. Only authorized personnel will have access to this file.

APPENDIX 4

Directory of Agencies Working on Migration Concerns

Directory of Agencies Working on Migration Concerns

No.	AGENCY NAME	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
1.	Commission on Filipino Overseas	Citigold Center, 1345 Pres. Quirino Avenue, cor. Osmeña Highway, Manila 1007, Philippines	Trunkline: (+632)552-4700 Fax No: (+632)561-8332 Mobile Nos: (+63) 917-563-0773; (+63) 917-563-0782; (+63) 932-843-2978 Cebu Office: (+63) 32-255-5253 NAIA Office: (+632) 879-5685	Email: info@cfo.gov.ph Website: www.cfo.gov.ph
2.	Office of the Undersecretary for Migrant Workers Affairs	2330 Roxas Boulevard, Pasay City, Philippines, 1300	Crisis Management Center Hotline Tel Nos: (+632) 834-45-80; (+632) 834-49-96; (+632) 834-46-46 Fax No: (+632) 834-40-00	Website: www.dfa.gov.ph
3.	Inter-Agency Council Against Trafficking (IACAT)	Ground Floor, Multi-Purpose Bldg. Department of Justice Padres Faura, Ermita Manila, 1000 Philippines	Tel. Nos: (+632) 527-23-63; (+632) 523-84-81 local 216 Tel/Fax No: (+632) 526-27-48 Anti-human Trafficking Action Line Dial: 1343	Email: iacatdoj@yahoo.com Website: http://www.iacat.net

APPENDIX 5

DEPARTMENT OF FOREIGN AFFAIRS (DFA)

Directory of Offices

Department of Foreign Affairs (DFA): Directory of Offices

LUZON				
No.	AGENCY NAME	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
1.	BAGUIO	Don Monslyto Building 16 Legarda Road, Baguio City	P: (074)424-3358; 442-2258 (OIC) F: (074) 442-2255	rco_baguio@yahoo.com
2.	LA UNION	Pasado Bldg., Pagdalagan Norte, San Fernando, La Union	P:(072) 607-6487; 607-6490; 607-6510 F: (072) 607-6491	dfa_launion@yahoo.com http://dfalaunion.yolasite.com
3.	TUGUEGARAO	Regional Government Center, Carig Sur, Tuguegarao City Cagayan Valley	P: (078) 846-4813; 846-1482 F: (078) 846-2310	rco_tuguegarao@yahoo.com
4	PAMPANGA	City Central Transport Terminal (CCTT) Lazatin Blvd. Corner Olongapo-Gapan Road, San Juan, San Fernando, Pampanga	P: (045) 455-2470; 455-2475 F: (045) 961-6175	rcopampanga@yahoo.com rcopampappointments@yahoo.com
5	LUCENA	3rd Flr, Pacific Mall Lucena, ML Tagarao St. Barangay III Lucena City	P: (042) 710-4526; 373-1119 F: (042) 373-1898	dfarcolc@pltdsl.net
6	PUERTO PRINCESA	2nd Flr., Puerto Princesa City Coliseum, National Highway, Barangay San Pedro, Puerto Princesa City	P/F: (048) 434-1773	dfarcoprincesa@gmail.com
7	LEGAZPI	Lacandula Drive, Barangay Cruzada, Legazpi City	P: (052) 480-3000; 820-3396 F: (052) 480-1773	rco_legaspi@yahoo.com dfa_legazpi@yahoo.com
VISAYAS				
8	ILOILO	Yulo Street Iloilo City	P: (033) 337-7801; 336-1737; (02) 487-3041 F: (033) 335-0221	dfailo@skynet.net
9	BACOLOD	2ND Flr., East Block Square, Circumferential Road, Barangay Villa Monte, Bacolod City	P: (034) 434-8338 F: (034) 435-6358	rcobacolod@gmail.com dfa_bacolod@yahoo.com www.rcobacolod.6te.net
10	CEBU	4th level, Pacific Mall-Metro Mandaue, U.N. Avenue corner M.C. Briones St., Brgy. Estancia Mandaue City, Cebu	P: (032)520-5898; 520-6193; 520-6550 F: (032)520-6551	dfacebu@yahoo.com

No.	AGENCY NAME	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
11	TACLOBAN	Leyte SMED Center, Capitol Site, San Enage, Tacloban City	P: (053) 321-8233; 523-0080 (OIC) F: (053) 321-8237	dfa_rcotac@yahoo.com
MINDANAO				
12	ZAMBOANGA	Go-Velayo Bldg., Veterans Ave., Zamboanga City, Zamboanga del Sur	P: (062) 991-4398; 991-2202 F: (062) 991-7958	rcozambo@yahoo.com
13	CAGAYAN DE ORO	Limketkai Drive, Cagayan de Oro City	P: (08822)724-309; (088) 857-2175 F: (08822) 726-578	rco.cdo@gmail.com rcooco@yahoo.com
14	DAVAO	Ebro-Pelayo Bldg., E. Jacinto St., Davao City	P: (082) 227-3900; 224-4885 F: (082) 221-4552	davaorco@yahoo.com
15	BUTUAN	CESIA Building, Montilla Boulevard, Butuan City	P: (085) 342-7822 F: (085) 342-5700	dfarco_butuan@yahoo.com dfabutuan@yahoo.com
16	GENERAL SANTOS	Gaisano Complex, J. Catolico St. LAGAO, General Santos City	P: (083) 553-8380 HL (083) 826-9089 F: (083) 554-2742	rco.gsc@gmail.com
17	COTABATO	People's Palace City Hall, Cotabato City	P: (064) 421-3478; 421-3495 (OIC) F: (064) 421-3495	rcocotabato@yahoo.com
18	CLARK PAMPAGA (Satellite Office)	Office Center No. 06 and B, Berthaphil III, Clark Center, Jose Abad Santos Ave., Clark Free Port Zone	P: (045) 499-1644 F: (045) 499-1643	dfaclarksatellite@yahoo.com
19	BATANGAS (Consular Office)	Batangas Plaza and Convention Center, National Road, Kumintang Ilaya, Batangas City	P: (043) 722-0578 F: (043) 722-0590	dfa.co.batangas@gmail.com

Source: www.dfa.gov.ph (as of January 2012)

APPENDIX 6

OVERSEAS WORKERS WELFARE ADMINISTRATION (OWWA)

Directory of Offices

Overseas Workers Welfare Administration (OWWA): Directory of Offices

REGIONAL OFFICES				
No.	REGION	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
1.	Head Office	Rm. 601, 6th Flr., OWWA Ctr. Cor. 7th & F.B. Harrison Sts., Pasay City	Mobile: 0917-5908660 Hotline: 02-551-6644 Area Code: 02 Tel: 551-1134; 891-7601-24 (local 5902/5903) Tel/Fax: 551-1134	rocs@owwa.gov.ph owwa_rocs@yahoo.com owwa_rocs2@yahoo.com
2.	NCR	2nd Floor, OWWA Center Cor. 7th & F.B. Harrison Sts. Pasay City 1300	Mobile: 0917-5935345 Area Code: 02 Hotline: 834-0717; 804-0658 Tel: 8917601-24 (local 5204, 5206, 5214) Tel/Fax: 804-0640	owwa-ncr@owwa.gov.ph psd-ncr@owwa.gov.ph owwa_ncr@yahoo.com
3.	CAR	No. 17 RM Building Private Road Magsaysay Avenue, Baguio City 2600	Mobile: 0927-4685268 Hotline: 0949-6488053 0927-3103027 Area Code: 074 Telephone: 300-3658 Tel/Fax: (074) 445-2260	car-0@owwa.gov.ph owwa_car24@yahoo.com
4	Region I	Ground Floor, Andronico G. Zambrano Bldg. San Fernando City La Union 2500	Mobile: 0916-6450514 Area Code: 072 Hotline: 0908-8634250 0927-6207300 Telephone: 700-0330/7002792 Tel/Fax: 88874584	rwo-1@owwa.gov.ph owwalaunion@yahoo.com
5	Region II	3rd Flr. Sychanco Bldg. Bonifacio St., Tuguegarao, Cagayan 3500	Mobile: 0917-668-1250 0908-884-4880 Hotline: 0926-6193841 Area Code: 078 Telephone: 844-9315/8441575 Tel/Fax: 844-9315	rwo-2@owwa.gov.ph. owwarw02@yahoo.com
6	Region III	4th Flr. Ascorp Bldg. Dolores Hway., San Fernando City, Pampanga 2000	Mobile: 0916-5991116 Hotline: 0917-4379429 0928-2171472 Area Code: 045 Telephone: 860-6029 Tel/Fax: 861-0931	rwo-3@owwa.gov.ph owwa_rwo3@yahoo.com
7	Region IV-A	Penthouse 1-3, Penthouse Bldg. Chipeco Ave. Bgy. Haling Calamba, Laguna 4027	Mobile: 0917-5791256 Hotline: 0906-3086483 Area Code: 049 Telephone: 545-3746/502-2866 Tel/Fax: 502-2866	rwo-4a@owwa.gov.ph owwarwoiva@yahoo.com

Source: www.owwa.gov.ph (as of December, 2011)

REGIONAL OFFICES				
No.	REGION	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
8.	Region IV-B	9/Flr. Marc 2000 Tower 1973 Taft Ave., Cor. San Andres St., Malate Manila 1004	Hotline: 0917-5977189 Area Code: 02 Telephone: 353-9016/450-0070 Tel/Fax: 353-8986	rwo-4b@owwa.gov.ph owwarwo4b@yahoo.com
9.	Region V	3rd Floor ANST Bldg. Washington Drive, Legaspi City, Albay 4500	Hotline: 0917-813-0867 Area Code: 052 Telephone: 481-4562/820-4855 Tel/Fax: 481-4503 POEA: 820-4890	rwo-5@owwa.gov.ph owwarwo5@yahoo.com
10.	Region VI	AJL Bldg. 2nd Flr. Room 206 Gen. Luna St. Iloilo City 5000	Mobile: 0921-7134945 0929- 8793126 Hotline: 0921-7134945 Area Code: 033 Telephone: 509-1075/337-4484 0917-3026225 (OWWA) Tel/Fax: 337-4484	rwo-6@owwa.gov.ph owwa_rwo6@yahoo.com
11.	Region VII	Mezzanine Floor, LDM Building MJ Cuenco Ave. Cor. Legaspi St. Cebu City 6000	Mobile: 0918-9123916 Hotline: 0918-9214925 Area Code: 032 Telephone: 254-0305/ 254-3199/256-0319 Tel/Fax: 412-9712	rwo-7@owwa.gov.ph owwa_rwo7@yahoo.com
12.	Region VIII	DOLE Compound Trece Martirez St., Tacloban City, Leyte 6500	Mobile: 0935-1690974 Hotline: 0916-5945715 Area Code: 053 Telephone: 321-4376 Tel/Fax: 523-0315	rwo-8@owwa.gov.ph owwa_rwo8@yahoo.com
13.	Region IX	4th Floor, BGIDC Corporate Center, Gov, Lim Ave, Zamboanga City 7000	Mobile: 0919-6767919 Hotline: 0917-6966319 Area Code: 062 Telephone: 991-7764/991-2785/992-1693/993-0557 Tel/Fax: 991-7764	rwo-9@owwa.gov.ph owwa.rwo9@gmail.com
14.	Region X	2nd Floor Trinidad Building Corrales – Yacapin Sts., Cagayan de Oro City 9000	Hotline: 0917- 5480033 Area Code: 08822/088 Telephone: 722863/728341/ 857-6511 Tel/Fax: 857-5723	rwo-10@owwa.gov.ph owwa_rwo10@yahoo.com
15.	Region XI	Doors 31 E-G, GB Cam Bldg. Monteverde St., Davao City 8000	Mobile: 0927-7950379 / 0917-7011126 Hotline: 0917-7011135 Area Code: 082 Telephone: 300-9273/227-9536 Tel/Fax: 221-8593	rwo-11@owwa.gov.ph owwa_rwo11@yahoo.com owwadv11@yahoo.com

Source: www.owwa.gov.ph (as of December, 2011)

REGIONAL OFFICES				
No.	REGION	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
16.	Region XII	Block II, Reyes Subdivision Brgy. Morales, Koronadal City 9506	Mobile: 0905-2679275 Hotline: 0917-7260443 Area Code: 083 Telephone: 520-0203/ 520-0204 Tel/Fax: 520-0205	rwo-12@owwa.gov.ph owwa_rwo12@yahoo.com
17.	CARAGA	Nimfa Tiu Building II J.P. Rosales Avenue, Butuan City 8600	Mobile: 0908-4544672/ 0917-6206992 Hotline: 0919-5778198 Area Code: 085 Telephone: 815-1894/ 342-6178/225-5989 Tel/ Fax: 342-6178	caraga-13@owwa.gov.ph owwa_caraga24@yahoo.com
18.	ARMM	2nd Floor, Mags Audio Accessories Bldg., 039 Quezon Avenue Cotabato City 9600	Mobile: 0917-6220141 Hotline: 0917-6220140 Area Code: 064 Telephone: 421-7237 0918-5661928 Tel/Fax: 421-7236	arrrm-14@owwa.gov.ph owwa_armm23@yahoo.com owwa_armm@yahoo.com

Source: www.owwa.gov.ph (as of December, 2011)

INTERNATIONAL OFFICES				
No.	COUNTRY	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
1.	Bahrain	Philippine Embassy Villa No. 992A, Rd No.3119, Area 331, Adliya, Manama, BAHRAIN	(973) 250-990 (Landline) (973) 172-70597 (Landline) (973) 17246470 (Hotline) (973) 39317884 (Mobile) Fax Numbers: (973) 258-583(Embassy) (973) 17258202; (973) 17246470	bahrain@owwa.gov.ph owwabahrain@yahoo.com
2.	Brunei	Embassy of the Philippines Simpang 336, Diplomatic Enclave Kampung Kianggeh, Jalan Kebangsaan Bandar Seri Begawan Brunei Darussalam	(673) 2237052 (Landline) (673) 2236981(Landline) (673) 8623026 (Mobile) (673) 8853684 (Mobile) (673) 2237053(Landline) Fax Numbers: (673) 2236980; (673) 2225526	polobrunei_2007@yahoo.com owwabrunei@yahoo.com brunei@owwa.gov.ph
3.	Canada	Philippine Consulate General Suite 410,675 West Hasting Street, Vancouver, BC V6B 1 N2	(1604) 6857645(Landline) (1604) 6851619; (1604) 6858676 (1604) 6825770(Landline) Fax Numbers: (1604) 6857645; (1604) 6920887	vancouverpcg@telus.net vancouverpolo@yahoo.ca

Source: www.owwa.gov.ph (as of December, 2011)

INTERNATIONAL OFFICES				
No.	COUNTRY	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
4.	Canada	Philippine Consulate General Philippine Overseas Labor Office 161 Eglinton Avenue, East Suite 801, Toronto, ON M4P 1 J5	(1416) 9227181 (Landline) (1416) 9223422 (Landline) (1613) 2331121 (Hotline) (1416) 9927656 (Landline) Fax Numbers: (1416) 9222638 (1416) 9758277 (Polo)	torontopc@gmail.com f.luna@bellnet.ca
5.	Canada	Embassy of the Philippines 130 Albert Street, Suite 606 Ottawa, Ontario, K1P 5G4	(1613) 2331121(Landline) (1613) 6142849(Landline) Fax Numbers: (1613) 2334165	embassyofphilippines@rogers.ca
6.	Cyprus	Philippine Honorary Consulate 36 Grives Digenis Ave., 4C 1006, Nicosia Cyprus	(00357) 226-80806(Landline) (00357) 965-33608(Hotline) (00357) 221-06440 (Landline) (00357) 965-33608 (Mobile) Fax Numbers: (00357) 221-05206 (00357) 221-07787	cyprus@owwa.gov.ph welofsancheztobia@yahoo.com owwacyprus@yahoo.com
7.	England	PHILIPPINE EMBASSY 6 Suffolk St., London SW1Y 4HG	(4420) 793-09787 (Landline) (4420) 027-90695 (Hotline) (4420) 745-11826 (Landline) (4420) 745-11832 (Landline) (4420) 783-98078 (Landline) (151) 233-18355 (Mobile) (4420) 745-11833 (Hotline) Fax Numbers: (4420) 793-09787 (4420) 783-97345	Jrasuljr_uk@yahoo.com uk-ireland@owwa.gov.ph bomercadoz@gmail.com
8.	Greece	PHILIPPINE EMBASSY 158 Sevastoupoleus Street Ambelokipi, Athens Greece	(0030210) 672-1837 (landline) (0030210) 672-1883 (landline) (0030210) 672-1869 (landline) (0030210) 698-3335 (landline) (0030690) 646-9027 Mobile (0030210)698-2871 (landline) Fax Numbers: (0030210) 672-1872 (Embassy) (0030210) 672-8256 (0030210) 698-3335 (0030210) 698-2871	pologreece@yahoo.com athens@owwa.gov.ph owwagreece@yahoo.com
9.	Hongkong	Philippine Consulate General Room 206, 14th Floor, United Centre 95 Queensway Admiralty, Hongkong SAR	(852) 63741437 (Mobile) (852) 28238551 (Landline) (852) 28238544 (852) 28238544 (Landline) (852) 95594576 (852) 96133035 (Mobile) Fax Number: (852) 28652445	owwa_hongkong@yahoo.com hk@owwa.gov.ph

Source: www.owwa.gov.ph (as of December, 2011)

INTERNATIONAL OFFICES				
No.	COUNTRY	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
10.	Israel	PHILIPPINE EMBASSY/ PHIL. OVERSEAS LABOR OFFICE 18 Benei Dan Street, 68012 Tel-Aviv, Israel	(00972) 544-661188 (Duty Phone) (00972) 360-10500 (Landline) (00972) 354-61499 (Landline) (00972) 360-22496 (Landline) (00972) 354-44531 (Landline) (00972) 543-409554 (Landline) (00972) 360-22496 (Landline) (00972) 547-445874 (Landline) (00972) 547-986967 Fax Numbers: (00972) 360-41038 (00972) 354-44580 (00972) 354-44584	israel@owwa.gov.ph owwateaviv@yahoo.com
11.	Italy	PHILIPPINE CONSULATE GENERAL Via Stromboli No.1, 20144 MILAN, Italy	(003902) 439-80383 (Landline) (003902) 439-11524 (Landline) (003902) 439-80383 Loc. 214 (003932) 882-22180 (Hotline) (003938) 844-77927 (Mobile) (003932) 714-26040 (Mobile) (003902) 439-80383 Loc. 215 Fax Numbers: (003902) 439-11229 (003902) 439-86538 (003902) 439-95321	polomilan@gmail.com milan@owwa.gov.ph owwa_milan@yahoo.com
12.	Italy	PHILIPPINE EMBASSY Viale Delle Medaglie D'Oro 112-114 00136 Rome, Italy	(3906)397-46621 Loc. 206 (3906) 397-46621 Loc. 205 (3934) 897-90110 (Hotline/CP) (3906) 397-46621 Loc. 210 (3932) 003-18815 (Mobile) (3938) 898-59697 (Mobile) (3906) 397-51751 (Landline) (3270) 282-256 (Mobile) Fax Numbers: (003906)397-40872 (Embassy) (003906) 397-46101	polo_roma@yahoo.com rome@owwa.gov.ph owwa_roma@yahoo.com
13.	Japan	PHILIPPINE EMBASSY Philippine Overseas Labor Office 5-15-5 Roppongi, Minato-Ku Tokyo, 106-8537	(00813) 5562-1580 (Landline) (00813) 5562-1574 (Hotline) (00813) 5562-1600 (Trunkline) (0081) 806-7210669 (Mobile) (00813) 5562-1573 (Welof) (00813) 556-453447 (Embassy)	tokyo@owwa.gov.ph polo_tokyopost@yahoo.com.ph miccambaling@polotokyo.com
14.	Jordan	PHILIPPINE OVERSEAS LABOR OFFICE No.6 Al Thiyabat Street, Til Al-Ali, AMMAN, Jordan P.O. Box 925207, 11190	(009626) 592-3748 (Landline) (009626) 535-0293 (Landline) (009626) 554-2853 (Landline) (00962) 779692869 (Mobile) (00962) 776675097 (Mobile) (00962) 779693108 (Mobile) (009626) 535-0169 (Landline) Fax Numbers: (009626) 592-3744 (Lab att) (009626) 554-2839	jordan@owwa.gov.ph welofjordan@gmail.com

Source: www.owwa.gov.ph (as of December, 2011)

INTERNATIONAL OFFICES				
No.	COUNTRY	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
15.	Korea	Embassy of the Philippines #5-1 Itaewon 2-Dong Youngsan-Gu Seoul Republic of Korea 140-857	(822)7967387 to 89 (Landline) (822) 7960827; (822) 37853624 (8210)92638119 (ATN Hotline) (822) 37853634 to 35 (822) 37853634 Landline)	labor@philembassy-seoul.com polokor@gmail.com owwaseoul@gmail.com seoul@owwa.gov.ph
16.	KSA	Embassy of the Philippines D3 Collector Road C Diplomatic Center, P.O. Box 94107 Riyadh 11693 Kingdom of Saudi Arabia	(9665) 09963502 (Mobile) (9665) 32287203 (Mobile)	owwa.ruh@gmail.com polo.riyadh@philembassy-riyadh.org
17.	KSA	PHILIPPINE CONSULATE GENERAL Al-Sayeddah Kaddija Street Al-Faisaliyyah District 1 P.O. Box 16254, Jeddah 21464, Kingdom of Saudi Arabia	(009665) 692-93418 (Mobile) (009665) 459-03251 (Mobile) (009665) 482-75229 (Mobile) 0563-044258 (Mobile) 0515-016318 (Hotline) Fax Numbers: (009662) 663-0838 (Consulate) (009662) 667-0934 (Center)	jeddah@owwa.gov.ph owwajeddah@yahoo.com polo_jeddah@yahoo.com
18.	KSA	PHILIPPINE EMBASSY c/o King Fahad District, Olaya Road, P.O. Box 94017 RIYADH 11693 Kingdom of Saudi Arabia	(009661) 361-7340 (Landline) (009665) 099-63502 (Landline) (009665) 315-78587 (Mobile) (009665) 099-63502 (Mobile) (009665) 075-37997 (Hotline) (009665) 661-53821 (Mobile) Fax Number: (009661) 480-6593	cro@owwa.gov.ph owwa_unaiza@yahoo.com.ph
19.	KSA	Embassy of the Philippines D3 Collector Road C DiplomaticQuarter P.O. Box 94366 Riyadh 11693 Kingdom of Saudi Arabia	(9665) 32068359 (MOBILE) (9665) 69256944 (Mobile)	owwa_alkhobar@yahoo.com alkhobar@owwa.gov.ph
20.	Kuwait	PHILIPPINE OVERSEAS LABOR OFFICE Area 7, Street 103, Villa 503 Jabriya, P.O. Box 26288 Safat 13123, State of Kuwait	(009652) 534-5762 (Landline) (009652) 532-5162 (Landline) (009652) 532-9315 (Landline) (009652) 534-9099 (Landline) (009652)534-6507 (Landline) (009652) 534-6508 (Landline) (00965) 992-54861 (Hotline) (009652) 532-5167 (Hotline) (009652) 532-5164 (Hotline) (00965) 996-52102 (Mobile) (00965) 944-53946 (Mobile) Fax Numbers: (00965) 532-9319 (Embassy) (00965) 534-0971 (Welof)	kuwait@owwa.gov.ph jabriyaowwakwt2011@gmail.com

Source: www.owwa.gov.ph (as of December, 2011)

INTERNATIONAL OFFICES				
No.	COUNTRY	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
21.	Lebanon	PHILIPPINE EMBASSY Bldg. No. 29 Plot No. 511 Charles Malek Avenue (across Roadster Diner) Achrafieh Beirut, Lebanon; P.O. 136631	(961) 121-2001 (Landline) (961) 120-4078 (Landline) (961) 712-34438 (Mobile) Fax Number: (961-1) 1204078	beirut@owwa.gov.ph owwa_lebanon@yahoo.com
22.	Libya	PHILIPPINE EMBASSY Km. 7th, Gargarish Road, P.O. Box 12508, Tripoli, LIBYA	(218) 483-3966 (Landline) (218) 925-195079 (Mobile) (218) 927-485473 (Hotline) (218) 927-026360 (Mobile) Fax Number: (218-21) 4832544	libya@owwa.gov.ph pololibya_nsm@yahoo.com
23.	Macau	Philippine Consulate General Philippine Overseas Labor Office AIA Tower, 14th Floor, Unit 1406 Nos. 251A-301, Avenida Comercial de Macau, Macau SAR (PR China)	(853) 62691708 (Mobile)	owwamacau@yahoo.com
24.	Malaysia	Embassy of the Philippines No.1 Changkat Kia Peng Jalan Kia Peng, Kuala Lumpur, Malaysia 50450	(601) 21433051; (601) 63981801 (Mobile/Hotline) (601) 69276268 (Mobile) (601) 66149858 (Mobile) (601) 21433361 (Mobile)	owwakualalumpur@yahoo.com kualalumpur@owwa.gov.ph
25.	Oman	PHILIPPINE EMBASSY Villa No. 1041/1043 Way No. 3015 Al Shatti Qurum, P.O. Box 24900, MUSCAT, Sultanate of Oman	(968) 24693113 (Landline) (968) 24605179 (Landline) (968) 24605140 (Landline) (968) 24605143 (Landline) (968) 927-84628 (Mobile) (968) 96903431 (Mobile) (968) 961-19600 (Hotline) Fax Numbers: (968) 605-176 (Embassy) (968) 2460-5171 (Welof)	oman@owwa.gov.ph manilaheelscarlet@yahoo.com owwa_muscat@yahoo.com
26.	Qatar	PHILIPPINE EMBASSY Villa# 7 Al Eithar Street, Saha 2 West Bay, P.O. Box 24900 DOHA State of Qatar	(00974) 483-1585 (Embassy) (00974) 483-2560 (Assistance to Nationals Section) (00974) 487-0487 (Welof) (00974) 535-1972 (Mobile) (00974) 553-54541 (Hotline) Fax Numbers: (00974) 483-1595 (00974) 487-0487	doha@owwa.gov.ph dayangstiz@yahoo.com dpflores58@yahoo.com

Source: www.owwa.gov.ph (as of December, 2011)

INTERNATIONAL OFFICES				
No.	COUNTRY	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
27.	Saipan	PHILIPPINE CONSULATE GENERAL Ground Flr., Nauro Building P.O. Box 504834C.K. CK, SAIPAN CNMI MP 96950	(1-670) 235-1848 (Landline) (1-670) 235-1850 (Landline) (1-670) 235-1851 (Landline) (1-670) 287-7897 (Mobile) (1-670) 235-3411 (Hotline) (1-670) 235-6992 (Landline) (1-670) 287-6867 (Mobile) (1-670) 285-3417 (Landline) Fax Numbers: (001-670) 235-1849 (001-670) 235-3412 (001-670) 235-6992	carl_saipan@hotmail.com saipan@owwa.gov.ph owwa_saipan@yahoo.com
28.	Singapore	Embassy of the Philippines 20 Nassim Road, Singapore 258395	(65) 84389845 (Mobile) (65) 91096471 (Mobile) (65) 83048374 (Mobile) (65) 67327509 (Landline)	owwasingapore09@yahoo.com singapore@owwa.gov.ph
29.	Spain	PHILIPPINE EMBASSY Calle Eresma 2 28002 Madrid, Spain POLO OWWA Calle Alcalá 149, 2B 28009 Madrid, Spain	(34) 917-823830 (Landline) (34) 917-818624 (Landline) (34) 911-4344419 (Hotline) (34) 660-208551 (Mobile) (34) 917-818626 (Landline) Fax Numbers: (34) 914-116606 (34) 917-818625	oficialaboral@gmail.com aspolomadrid@gmail.com spain@owwa.gov.ph cnn_marquez@yahoo.com
30.	Syria	PHILIPPINE EMBASSY Mezza Villat Garbiyeh, Saraya Square Hamze IBN Abdul Mutalib Street Building, 56 Damascus, Syria	(00963) 333-5844 (Landline) (00963) 445-4897 (landline) (00963) 116-115894 (Hotline) (00963) 993-428912 (Mobile) (00963) 116-125138 (Hotline) (00963) 613-2626 (Landline) (00963) 911-011149 (Mobile) Fax Number: (00963) 611-0152	syria@owwa.gov.ph owwa.damascus@gmail.com owwa_syria@yahoo.com
31.	Taiwan	Manila Economic and Cultural Office 9F-2 No.80 Grand 50 Tower Mintzu 1st Road, San Min District Kaohsiung City, Taiwan	(886-7) 3982475 (Landline) (886-7) 3987078 (Landline) (886) 988976596 (Hotline) (886) 971007841 (Mobile) Fax Number: 3980541	owwa_polokhh@yahoo.com
32.	Taiwan	Manila Economic and Cultural Office Cathay Chung Gang Bldg., 4F-2A 239 Min Chuan Road Corner Taichung Gang Road Taichung City, Taiwan	(04) 23029095 (04) 23029093 (Landline) (886) 910774534 (Hotline LH)	taichung@owwa.gov.ph owwa_taichung@yahoo.com

Source: www.owwa.gov.ph (as of December, 2011)

INTERNATIONAL OFFICES				
No.	COUNTRY	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
33.	Taiwan	Manila Economic & Culture Office 11F No. 176 Chang Chun Road Taipei City Taiwan 10479	(886) 0922806923 (Hotline) (886-2) 960102556 (Mobile)	taipei@owwa.gov.ph evelyn_owwataipei@yahoo.com
34.	Thailand	Embassy of the Philippines 760 Sukhumvit Road cor.Soi30/1 Bangkok 10110, Kingdom of Thailand	2592809 or 7373 (668) 99265954 (Hotline) (662)2590140 (Trunkline) (662) 2585401	bangkok.pe@dfa.gov.ph
35.	U.A.E.	PHILIPPINE CONSULATE GENERAL PHIL. OVERSEAS LABOR OFFICE Villa No.19, 16th Street Abu Hail Road Hamriya Areas P.O. Box 94778 DUBAI, U.A.E.	(009714) 266-9681 (Embassy) (009714) 266-9643 (Embassy) (0097150) 505585536 (Hotline) (09715) 1645726 (Wefof Mobile) (09715) 67141600 (Mobile) (09715) 043-08378 (Mobile) Fax Numbers: (009714) 266-6285 (Embassy) (009714) 268-8050 (Embassy) (009714) 268-8665	dubai@owwa.gov.ph owwadx@eim.ae
36.	U.A.E.	PHILIPPINE EMBASSY PHIL. OVERSEAS LABOR OFFICE P.O. Box 3215 Villa 194, Nahyan Camp Deference Road, ABU DHABI, U.A.E	(009715) 01491407 (Landline) (009712) 6410390 (Landline) (009712) 6422489 (Landline) (009715) 4437285 (Landline) (009715) 61085459 (Mobile) (009715) 52220613 (Mobile) (009715) 05114641 (Mobile) (009712) 6426695 (Landline) (009715) 04124642 (Landline)	abudhabi@owwa.gov.ph owwa_uae@yahoo.com
37.	Washington D.C.	PHILIPPINE EMBASSY 1600 Massachusetts Ave. N.W. Washington, D.C. 20036	(1201) 467-9366 (Landline) (1201) 467-9360 (Landline) (1201) 467-9425 (Mobile) (1201) 878-6149 (Mobile) (1201) 467-9426 (Landline) Fax Numbers: (1202) 328-7614 (1202) 467-9417 (1202) 887-5830	washingtondc@owwa.gov.ph owwusa@yahoo.com

Source: www.owwa.gov.ph (as of December, 2011)

APPENDIX 7

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION (POEA)

Directory of Offices

Philippine Overseas Employment Administration (POEA): Directory of Offices

REGIONAL OFFICES				
No.	CITY/ MUNICIPALITY	ADDRESS	CONTACT NUMBER/S	EMAIL ADDRESS/ WEBSITE
1.	Mandaluyong City (Head Office)	Blass F. Ople Building, Ortigas Avenue Corner EDSA, Mandaluyong City	(02) 722-1144/722-1155	infof@poea.gov.ph
LUZON				
2.	La Union	POEA Regional Center for Luzon 2/F L2K Zambrano Bldg Quezon Avenue, San Fernando City	(072) 242-5608/700-4236	poea_rc@yahoo.com
3.	Tuguegarao City	POEA Satellite Office – Region II Unit 122 G/F Metroplex Commercial Center Baizain Highway, Tuguegarao City	(078) 844-3076	poeatuguegarao@yahoo.com
4.	Baguio City	Regional Extension Unit – CAR Benitez Copurt Compound, Magsaysay Ave. Baguio City	(074) 422-9478/445-4209	reu_baguio@poea.gov.ph
5.	San Fernando, Pampanga	POEA Satellite Office – Region III One Stop Clark Processing for OFW, Claro M. Recto, Clark Pampanga	(045) 893-4152	poea_pam@yahoo.com
6.	Calamba City, Laguna	POEA Satellite Office – Region IV No. 4 Penthouse, Hectan Commercial Center, National Highway, Brgy. Halang, Calamba, Laguna	(049) 502-2798/834-7974	poea_calamba@yahoo.com
7.	Legaspi City	POEA Satellite Office – Region V 2/F Hi-Tone Bldg., Tahao Road, Bitano, Legaspi City	(052) 820-4890	
VISAYAS				
8.	Cebu City	POEA Regional Center for Visayas Mezzanine Flr. LDM Building MJ Cuenco Avenue, Cebu City	(032) 256-0435/0334 (032) 412-2939/49 (032) 416-7508	poea7@yahoo.com
9.	Iloilo City	POEA Regional Extension Unit – Region VI 2nd Floor, S.C. Divinagracia Bldg. Quezon Street, Iloilo City	(033) 335-1058/336-8611	poea_iloilo@yahoo.com

Source: www.poea.gov.ph (as of July, 2011)

VISAYAS				
10.	Bacolod City	POEA Satellite Office 2/F Old City Hall, Araneta- Luzuriaga St. Bacolod City	(034) 434-7391	poeabacolod@yahoo.com
11.	Tacloban City	POEA Satellite Office No. Stall 21 2/F, Tacloban City Convention Center, Sagkahan, Tacloban City	(053) 321-7134	rpj_oct@yahoo.com
MINDANAO				
12.	Davao City	POEA Regional Center for Mindanao 2nd Floor AMYA II Building Quimpo Blvd. corner Tulip Drive, Davao City	(082) 297-7429 (telefax) (082) 297-7640/ 297-7650/297-7428 (082) 297-7650 (02) 4870639	poea_davao@yahoo.com pinkybou@yahoo.com
13.	Zamboanga City	POEA Regional Ext. Unit – Region IX Unit 3 Doña Pura Bldg., Metrogate Corp. Veterance Ave., Zamboanga City	(062) 992-5523	poea_zam@yahoo.com
14.	Cagayan de Oro	POEA Regional EXT. Unit – Region X Ground Floor, Trinidad Bldg., Corrales Avenue, Cagayan de Oro City	(08822) 724824 (telefax) (08822) 729-465	poea_reu10@yahoo.com.sg
15.	Butuan City	POEA Satellite Office – CARAGA Nimfa Tiu Building 7 J.P. Rosales Avenue, Butuan City	(085) 342-6178/7584 (085) 225-5989	
16.	Tawi-Tawi	POEA Satellite Office – Tawi Tawi ITAD Bldg., Old Housing Project, Tubig Boh, Bongao, Tawi-Tawi	(068) 2681309 0921-5378499	

Source: www.poea.gov.ph (as of July, 2011)

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