

**TAHANAN
STA. LUISA INC.**



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We are a crisis intervention and rehabilitation Center for sexually and/or physically abused street girls.

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TAHANAN STA. LUISA, INC.

42 Berlin Street, Capitol Park Homes Subd., Diliman, Quezon City

(+632) 931-9853

tahananstaluisainc@gmail.com

<http://www.tahananstaluisa.org>

I. INTRODUCTION TO TAHANAN STA. LUISA

A. HERSTORY

It is part of our harsh reality that there are people at all times in the different countries of the world with needs and problems beyond their capacity for solutions. This is traced to unjust socio-economic, political, and cultural structures resulting most often to severe poverty and an eroding value orientation that has taken its toll on the population's and its most vulnerable sector, the children.

In the Philippines, the situation of children working and/or living in the streets is viewed as a problem that has violated the rights of the children. Three major causes for situation of street children are poverty and large families, ill health, underemployment, and breakdown of family structures, among others.

Thus, children are abandoned, neglected, and abused by their own families. The only recourse these children have is to leave their families and be on the streets to fend for them to survive. If these issues are not addressed, then we endanger not only them, but our nation as well.

Tahanan Sta. Luisa Inc. was founded on April 6, 1996. It was previously known as the Rosa Virginia Social Re-Integration Center, a drop-in shelter for street



children who are physically and sexually abused and/or prostituted, abandoned, neglected, and exploited. Originally, this center was run by the Sisters of the Religious of the Good Shepherd until September, 1998. From September 1999 to 2004, the management of the center was turned-over to Ms. Teresita L. Silva, one of the TSL Board Members and the founder of the Center due to lack of qualified Sisters to manage the Center and their other urgent commitments.

It was established primarily to provide street girls and sexually, physically, exploited, abandoned, and neglected girls an alternative to street life. It is a place where they can sleep, do personal chores, play and socialized with peers, seek brief refuge from the hazards of living on the streets or from abusive homes or employers. While in the center, they are provided an atmosphere of physical and emotional security and safety, which is not present on the street or even in their own homes.

From its first home in Caloocan City in 1997, the center moved to Asilo de San Vicente De Paul in Manila in 2000 to 2002, and to Paco, Manila in 2002 until April 2004. Presently, the center is now permanently based in Quezon City, where the children enjoy the fresh air and quiet neighborhood as well as a bigger space for play, recreation, learning and community living.

Although the Center has gone through varied transition periods due to change in management, the ultimate goal of the Center remained the same: to facilitate recovery, gradually develop capacity for re-integration of the adolescent street girls ages 11 to 15 years old as well as those who have been sexually abused, exploited, and prostituted with their families when possible and/or society in general.

Their Vision reflected this intention, that “[a]ll Filipino children who have been physically and sexually abused and/or prostituted will be restored to health and body, mind and spirit, thus enhancing their feelings of self-worth and dignity and



enabling them to reintegrate into normal life of society”. Likewise, their Mission, which is “[t]o respond to specific needs of these children and most importantly, to help them start their inner healing process so that they can rebuild their lives and able to live normally and productively in the future”, has been their inspiration in their task to provide an alternative life for street girls.

B. PROGRAMS AND SERVICES

The crisis intervention center defines its clients as girls between 11 to 15 years upon admission and who are usually referred by street educators from ChildHope Asia (Philippines) Foundation, Sun for all Children (SFAC) and Families and Children for Empowerment and Development (FCED), though the Center also accepts referrals from government organizations (GO’s). Its residential (center-based) program follows the “*Caring, Healing, Teaching*” framework of Dr. Ponce.

The *Caring* aspect aims the provision of basic needs, monitoring of their personal hygiene, and training in daily living skills. This is realized in the Center’s Residential Care, which is part of home-life assistance. Basically, this refers to substitute home care in the form of group living among a number of unrelated children whose home life has been traumatic. It provides the children admitted in the center the basic needs of food, clothing, shelter and parental care.

The *Healing* aspect includes, among others, such assistance like individual counseling, home visitation, adjunctive therapy, medical attention, nurturing of spirituality, and behavior modification interventions. In the Center’s programs, this comes chiefly through health and dental services; medical check up is a must for newly admitted girls, and any health problems are immediately addressed. There are also various psychological assistance methods available, such as psycho-diagnosis assessment, guidance and therapeutic learning activities, all of which are facilitated by professional psychologists. For children with psychiatric conditions, appropriate interventions are also provided.



The *Teaching* aspect includes alternative learning education, A&E (Acceleration and Equivalency Test), alternative learning sessions (gender sensitivity, human sexuality, values clarification, etc.), socio-cultural activities, and sports activities. There is a full-time teaching staff in the Center to supervise these activities. For some program components, like the A&E and alternative learning education, the assistance and guidance of the Department of Education is sought. Such programs are rather very helpful particularly to these street girls who were only able to obtain a low level of formal education, and would find it difficult to adjust to a formal learning environment.

As part of the goal of TSL in re-integrating the girls with their respective families and to society, they are being trained for livelihood skills through the *Livelihood Program*. Skills that they acquire may be useful in seeking employment or setting up their small business once they are discharged. Skills training sessions are facilitated either by staff or volunteers who share their talents. Their products are also sold within the Center to visitors who come by or to the volunteers.

II. GENERAL POLICIES

Transparency and effective implementation of programs and services are foremost in the consideration of the Center's policies. These policies shall serve as guide for proper management and in the operation of the programs and services. These shall be broken down as follows:

A. Administrative Policies

1. The Treasurer shall be responsible for monitoring accurate accounting of all funds belonging to the Center and is duty-bound to render a regular report on financial conditions of the Center.
2. Financial statements shall be submitted quarterly and narrative reports shall be submitted monthly.
3. Cash advances shall be liquidated within a week and with the supporting documents attached herewith.



4. All cash receipts must be deposited intact to the bank daily and all withdrawals from funds must be through issuance of checks to be signed by the Treasurer or the Vice Chairperson and countersigned by the Managing Board Member.
5. The “Cash Basic” of accounting where revenues shall be recognized during the period when it is received irrespective of when it is earned, while expenditures shall be charged to the period where it is paid irrespective of when it is incurred.
6. All financial receipts from whatever sources shall be acknowledged with Official Receipts (OR) to be signed by the Cashier and said OR shall be issued numerically and chronologically in sequence in three copies.
7. Salaries of personnel shall not be below the Standards Wage Law and shall be in accordance with the qualification, training and experience required by the position.
8. Actual transportation expenses incurred by an employee attending to official business shall be reimbursed and supported by an itinerary of travel. Meal allowances shall also be extended to an employee on fieldwork.
9. All staff shall be given a chance to attend workshops , conferences and the like for their professional growth.
10. All outgoing communications. Particularly those addressed to external professional consultants, agencies, corporations, foundation shall be signed and approved by the Managing Board Member before they are sent out to agencies/individuals concerned. Also, incoming communications shall be referred to the Managing Board Member for her information and/or appropriate action before these are filed.
11. The use of telephone is exclusively for the use of the staff. In exceptional cases, however, the staff shall allow the children to talk to their parents or relatives with permission from the social worker. It is also the responsibility of the worker to screen the calls for the children.
12. All staff is required to inform the Center Director on their whereabouts and the expected time of their return to the Center. They shall not be allowed to



leave at the same time to make sure that there is always an adult to supervise the children.

13. Only the Managing Board Member, Center Director, and the social workers have access to the files.
14. The Center Director shall hold regular staff meetings to discuss with the staff about changes in policies, if there are any, and to identify problems and difficulties which might hinder the provision of efficient and effective service.

B. Program Policies

1. The Center has the right to refuse admissions from agencies or individuals if the criteria are not met and if the requirements are not submitted. In exceptional cases, the Center shall require a medical certificate to ensure that the child has no communicable or infectious disease.
2. The Center shall also accept children on crisis for a temporary and limited time of a day or two days depending on the availability of space at the Center. A social case study report and a referral letter shall be submitted to the Center Director on the same day of the referral.
3. The Center shall refer those girls with court legal cases to other centers providing legal assistance and protective custody. The Center will not admit these cases due to lack of competence and security devices.
4. Discharge planning shall be discussed and decided upon by the case management team and present to the Managing Board Member for approval.
5. A transfer social case study or case summary and other important documents such as police investigation reports, medical or or medico-legal reports, birth certificates, etc., of these children who shall be referred to another agency or institution shall be provided.
6. An inquiry shall be conducted with the houseparent and other children for probable causes of such a decision when a child in care shall leave without permission.
7. Children can be readmitted into care after through assessment of the child's feelings and coping capability to use the psychosocial interventions available



in the Center. A revised helping plan is formulated with the child when indicated.

8. Prescribed forms for program implementation shall be properly accomplished for record purposes.
9. Case management shall be the interactive process in helping a child to achieve a desired outcome.
10. Linkages with other agencies shall be established and maintained to reinforce, complement or supplement services of the Center.
11. There shall be regular weekly case management conferences to be held by the Center Director and discussed with the Managing Board Member and Program Staff to monitor case management.
12. All staff shall not entertain any verbal inquiries regarding the case of the children at the Center unless the inquiring party is a duly authorized social worker.
13. No telephone inquiries regarding the status of sexually abused children with previous pending court cases shall be entertained unless the inquiring party is a duly authorized social worker.



III. CASE MANAGEMENT PROCEDURES

A. Admission

1. The Center shall accept 11 to 15 years old street girls who are abused, abandoned and neglected.
2. The Center shall require the following documents from the referring party.
3. These documents include: Referral Letter, Case Summary Report, Medical Certificate, School Records, and Psychological Report (if available), Birth Certificate, and Baptismal Certificate.
4. The social worker on duty shall facilitate the initial intake interview, orientation to house rules, signing of "*Kasunduan*" (Agreement) and introduction to the staff and children.
5. The house parent on duty shall be responsible in providing the initial caring services such as food, clothing, and hygiene kit. She will also assign a bed and locker to the child.
6. The Center Director shall assign a case manager who will formulate a case management plan, implement, monitor, and evaluate results together with the child.

B. While in the Center

1. **CARING:** The Center shall provide the basic needs of the child through the house parents. They shall monitor daily personal hygiene of the girls. They will also train the girls on daily living skills and daily monitoring of assigned house duties and compliance to house rules and schedule of activities, etc.
2. **HEALING:** The social worker shall facilitate the following:
 - a. Refer the child to the hospital for physical and laboratory examinations
 - b. Regular listening time



- c. Twice a month individual counseling sessions
- d. Refer cases to the in-house or part-time clinical psychologist for psychological interventions
- e. Refer girls in need of psychiatric consultation and treatment to the part-time psychiatrist
- f. Monthly home visit for the girls with supportive families or relatives or alternative activities as requested by the child without family or relative such as visits to the mall, park, or home stay with Ms. Teresita L. Silva, Monitoring Board Member.
- g. Case conferences held on the 2nd month after admission, and quarterly thereafter.
- h. Family meetings are held to create a Family Support Plan.
- i. Preparing a Social Case Study Report, Progress Notes and Quarterly Case Management Plan
- j. Ensures that vital documents such as birth certificates, school credentials, baptismal certificate, and other related documents are filed and available.
- k. Monitoring and accomplishment of Behavior Modification Instrument daily

3. **TEACHING**

- a. Conduct basic literacy program assessment and interview
- b. Enroll children in the Alternative Learning System
- c. Attend the different alternative sessions such as CRC, Skills for Life, Gender Sensitivity, Values Clarification, Adolescent Sexuality, Protective Behavior.
- d. Tutorial sessions are conducted among selected children who have difficulty in coping with their academic subjects



C. Policy on Discharged Cases

Children referred to other centers for long-term placement: These are children who passed the Acceleration and Equivalency Test and those who are ready to be mainstreamed to formal school.

1. A pre-discharge conference is held among the case management team and the child to reiterate previous agreements and clarify issues that the child may raise regarding the transfer.
2. The social worker shall facilitate closure of the child with the children and staff of Tahanan Sta. Luisa.
3. The social worker shall accomplish the form on “Transfer of Custody” to be signed by the representative of the receiving organization.
4. The social worker shall prepare a closing or transfer summary report.
5. Aftercare follow-up is conducted by the social worker through telephone calls and quarterly center visits at least six (6) months to one (1) year.

Children reintegrated to their respective families:

1. A pre-discharge conference is held between the case management team, child and family
2. The social worker shall facilitate the closure of the child with the children and staff of Tahanan Sta. Luisa.
3. The social worker shall accomplish the form “Katibayan sa Pagsasauli ng Bata sa Pamilya” to be signed by the parent/s of the child.
4. The social worker shall coordinate and endorse the child and family to existing programs and services for children and families in the area for aftercare support.
5. The social worker shall conduct monthly aftercare home visits for the 1st six (6) months after discharge of the child and quarterly for the remaining six (6) months.
6. The social worker shall prepare a closing summary report.



Children who refuse to stay in the Center. These are the children who stayed in Tahanan Sta. Luisa for a day to two (2) months.

1. The social worker conducts counseling sessions with the child to motivate her to give herself time to adjust to the life in the center.
2. The social worker requests the referring party usually the street educator to call the child in Tahanan Sta. Luisa to also explain her need for care and protection.
3. In spite of the above attempts, if the child continues to insist of leaving the center the social worker accomplishes the form
4. “Katibayan ng Kusang Paglabas ng Bata” to be signed by the parent/s or relative of the child.
5. The social worker immediately endorses the case to the referring party for case management.
6. The social worker continues to coordinate with the referring party regarding the whereabouts of the child. When the child expressed that she is ready to be referred back then the social worker may recommend for readmission to be approved by the Center Director and the Monitoring Board Member.



IV. CONFLICT MANAGEMENT PLAN

PRE-CONFLICT		
CONFLICT	ACTIVITIES	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Bullying 2. Pagpaparinig 3. Name labelling/calling 4. Pagsulsol 5. Kagatan 6. Kalmutan 7. Sabunutan 8. Murahán 9. Inggitan 	<ul style="list-style-type: none"> - Prepare weekly schedule of activities of all children with persons responsible - Monitoring of the girl's activities and conduct sessions when assigned volunteers or staff is absent. - Synthesis of the day's activities of the girls after the Evening Prayer - Observe the girls during laundry and meal time - Prepares and submits Incident Report to the social worker on duty - Written endorsement/s of outgoing staff to the incoming staff 	<p>Social Worker</p> <p>Social Worker on duty</p> <p>Social Worker on duty</p> <p>House parent on duty</p> <p>House parent on duty</p> <p>House parent & social worker</p>
DURING CONFLICT		
	<ul style="list-style-type: none"> - Separate the squabbling girls - Allow the child to ventilate - Walking - Place the child in the TIME-OUT Room - Giving alternative work 	<ul style="list-style-type: none"> - Social Worker & House parent on duty - House parent on duty - Social Worker - Social Worker on duty - Social Worker & House parent on duty - Teacher



	<p>or activity e.g.art work (when a conflict erupts in school)</p> <ul style="list-style-type: none"> - - Endorse the child to the social worker on duty - Individual counselling - Invite the child to join the house parent on duty in cooking - Diverting activities such as gardening, paper bag making, laundry, drawing, coloring, etc.) 	<ul style="list-style-type: none"> - Teacher - Social Worker on duty - House parent - Social Worker & House parent on duty
<p>POST-CONFLICT</p>		
	<ul style="list-style-type: none"> - Bring to the hospital in case of injury or emergency - Individual Counseling - Endorsement to the Clinical Psychologist or Psychiatrist - Conflict Resolution - Public Apology (if a number of girls were hurt) 	<ul style="list-style-type: none"> - Social worker on duty - Social Worker on duty - Social Worker on duty - Social Worker on duty - Social Worker



V. POLICY ON DISCIPLINING GIRLS IN THE CENTER

Discipline Policy

Praise and positive reinforcement are effective methods of behavior management of children. When children receive positive, nonviolent, and understanding interactions from adults and others, they develop good self concepts, problem solving abilities, and self-discipline. Based on this belief of how children learn and develop values, TAHANAN STA. LUISA, INC. will practice the following discipline and behavior management policy.

We Do

Praise, reward, and encourage the children.

Reason with and set limits for the children.

Model appropriate behavior for the children.

Listen to the children.

We Do NOT

Spank, pinch, push, pull, slap or otherwise physically punish the child.

Make fun of, yell at, threaten, make sarcastic remarks about, use profanity or otherwise verbally abuse the children.

Do not shame or punish the children in the presence of other children, staff and visitors.

Deny food or rest as punishment.

Relate discipline to eating, resting, or sleeping.



Provide alternatives for inappropriate behavior to the children.

Leave the children alone, unattended or without supervision.

Provide the children with natural and logical consequences of their behaviors such as additional household duties, no television watching for 1 to 3 days and gardening.

Allow discipline of children by children.

Treat the children as people and respect their needs, desires, and feelings.

Criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

Explain things to the children on their levels.

Use short supervised periods of "time out".

Try to stay consistent in our behavior management program.



VI. ORGANIZATIONAL STRUCTURE

The Center has a Board of Directors composed of members of the religious and social development sectors who are interested in the Center's services and/ or target beneficiaries but are not involved in the actual implementation of the project. The Board of Directors is composed of the Chairman of the Board, Vice-Chairman, Treasurer, Corporate Secretary, Asst. Corporate Secretary, two Board Members and the Center Director.

The Board of Directors represents the accountability of the Center to the community and assures the public and the contributors that not only is the Center responsive to the needs of the children but that its programs, services and financial management are sound. It also represents the identity of the Center and attests to the integrity, credibility and continuity of the programs.

The Center Director executes all resolutions or decisions of the Board of Directors. She directs and oversees the activities of the Center. She has the final approval over the employment and status of all employees of the Center. The Director presents to the Board of Directors the annual budget and from time to time as may be necessary supplemental budgets. She reviews and approves expense vouchers and presents these to the Board Member in charge of project monitoring as signatory. She submits to the Board as soon as possible after the close of each fiscal year under her term. She exercises all powers and performs all duties that may be granted/ assigned to by the Board of Directors.

The Center is headed by the Center Director who plans the implementation of programs and services.



VII. SUPERVISION, MONITORING AND EVALUATION SCHEME

Supervision/Monitoring

Tahanan's Board of Trustees takes charge of the policy formulation for working guidelines of the agency's programs and services.

The Monitoring Board Member together with the Center Director is responsible for the management and general supervision of all Tahanan Programs.

The Center Director directly supervises the activities of the social workers. They have scheduled supervision sessions and regular case conferences where they are able to discuss plans of action, interventions, major issues, problems and concerns of both the clients and the social workers.

The Center Director aside from the social workers also conducts home visits.

Evaluation

The staff of Tahanan Sta. Luisa including, social workers are evaluated six (6) months after employment and subsequently once a year. The evaluation is discussed during individual supervision with focus on areas for improvement and suggestions for future program planning.