

MEMORANDUM CIRCULAR
NO. 20
SERIES OF 2025

**SUBJECT: AMENDMENT TO MEMORANDUM CIRCULAR NO. 16, SERIES OF 2022¹
AND MEMORANDUM CIRCULAR NO. 06, SERIES OF 2023² OF THE
ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION PROGRAM**

I. RATIONALE

The Department of Social Welfare and Development (DSWD) spearhead the Assistance to Individuals in Crisis Situations (AICS) Program as a stopgap measure and safety net, offering immediate and short-term interventions for individuals and families facing unexpected life events or crises. Likewise, serves as the key partner agency, particularly the Malasakit Program (Republic Act No. 11463), and further supports other government initiatives aimed at alleviating poverty and empowering individuals toward an improved quality of life.

The DSWD deployed its personnel to 166 Malasakit Centers nationwide to deliver financial services and assistance under DOH-DSWD-PCSO-PHIC **Joint Administrative Order No. 1, series of 2020³**. However, the scope of assistance that DSWD Social Workers can provide at these centers is limited⁴. As a result, clients are compelled to visit the nearest DSWD Office for services that are not available at Malasakit Centers, thereby incurring additional challenges for clients, including increased transportation expenses and time spent traveling. This trend is evident in the slight decrease in clients served by DSWD at Malasakit Centers from 198,719 in 2023 to 196,977 in 2024, while the DSWD Central Office (CO) and Field Offices (FOs) have recorded a growing number of clients, including individuals who could have been served through the Malasakit Centers.

The AICS program is experiencing significant growth, assisting approximately 7.1 million individuals in 2024, an 8.8% increase from 6.5 million individuals in 2023, with over 317 posts⁵ nationwide. This trend of client volume is projected to continue increasing in the coming years, as more individuals seek intervention due to the adverse effects of current societal challenges and recent adversities, highlighting an urgent need for more efficient and accessible program implementation.

Recent significant challenges in AICS implementation underscore the need to **streamline and harmonize documentary requirements, standardize the cost of assistance and service delivery** to ensure consistency, fairness, and efficiency across all service points

¹ Memorandum Circular No. 16 Series of 2022, or the Revised Guidelines on the Implementation of the Assistance to Individuals in Crisis Situations (AICS).

² Memorandum Circular No. 06 Series of 2023, or the Amendment of MC 16 s. 2022 (AICS).

³ Operational Guidelines for the Implementation of the Medical and Financial Assistance to Indigent and Financially-Incapacitated Patients pursuant to Republic Act No. 11463 also known as "Malasakit Centers Act of 2019.

⁴ DSWD in Malasakit Centers provided Food Assistance and Funeral and other non-Medical Assistance.

⁵ One (1) Crisis Intervention Unit (CIU) located at the DSWD Central Office; Sixteen (17) Crisis Intervention Sections, including NIR and one hundred thirty-three (133) Social Welfare and Development & Satellite Offices located at the Regional Offices; and One hundred fifty-seven (157) Established Malasakit Centers Nationwide. Increasing number of Malasakit Centers, Satellite Offices, etc..

under the Crisis Intervention Program. Addressing these operational bottlenecks, information gaps, and service accessibility limitations is essential to maintaining the program's effectiveness and responsiveness amid growing demands.

Therefore, specific provisions under Memorandum Circular (MC) No. 16, series of 2022 and MC No. 06, series of 2023 are hereby amended to align the program implementation strategies with the emerging needs of individuals or families in crisis. These amendments will be implemented in the DSWD CO, FOs, Social Welfare and Development (SWAD) Offices, Satellite Offices, Malasakit Centers, and other relevant sites to strengthen service delivery and responsiveness.

II. LEGAL BASES

1. **Republic Act No. 11463** also known as the **Malasakit Centers Act of 2019**. Under Item (b), Section 9. Medical and Financial Assistance. The Malasakit Centers shall facilitate access to the following medical and financial assistance, including "(b) The DSWD financial assistance, based on existing Assistance to Individuals in Crisis Situation (AICS) guidelines."
2. **Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act**. Section 5. Reengineering of Systems and Procedures mandated that Government Agencies undergo evaluation and improvement of their transaction systems and procedures, and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time.
3. **Executive Order No. 221, Series of 2003**, Amending Executive Order No. 15, s. 1998 entitled "Redirecting the Functions and Operations of the Department of Social Welfare and Development", Section 3 mandates the DSWD to implement (iii) crisis intervention.
4. **ARTA-CSC-DTI Joint Memorandum Circular No. 2019-001**, or the Implementing Rules and Regulations of Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018." Rule III, Section 2, Coverage and Procedures, mandated that Government Agencies must initiate a review for each of their government services/processes through (b) simplification of forms or documentary requirements.
5. **DOH-DSWD-PCSO-PHIC Joint Administrative Order No. 1, Series of 2020**, or the Operational Guidelines for the Implementation of the Medical and Financial Assistance to Indigent and Financially-Incapacitated Patients pursuant to Republic Act No. 11463, also known as the "Malasakit Centers Act of 2019."
6. **DSWD Administrative Order No. 02, Series of 2024**, Adopting and implementing the DSWD Strategic Plan, 2024-2028. Ensures that the availability and accessibility of social welfare programs and services address the clients' immediate needs towards strengthening social protection systems.

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III. OBJECTIVES

Generally, this amendment aims to streamline and strengthen the implementation of the AICS program, ensuring that the assistance remains relevant, inclusive, and accessible to individuals in crisis situations. Specifically, these guidelines seek to:

- a. Expand the range of services provided at the Malasakit Centers.
- b. Ensure that the assistance provided remains responsive to the evolving needs of the beneficiaries.

IV. AMENDMENTS TO MC 16, s. 2022 and MC 06, s. 2023

On Section V of MC 16, s.2022. PROGRAM COVERAGE (as 1st Paragraph)

The AICS Program serves as a stop-gap measure to provide immediate and integrated interventions to individuals and families in crisis or difficult situations. Beneficiaries of the program, such as the poor, vulnerable, and disadvantaged population, may seek assistance directly from the Department's Central Office/Field Offices' Crisis Intervention Section/Unit (CIS/CIU), SWAD Offices, Satellite Offices⁶, and Malasakit Centers.

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On Section VIII of MC 16, s. 2022 and MC 06, s. 2023. IMPLEMENTING PROCEDURES

A. ONSITE IMPLEMENTATION or Assessment of individual clients within the DSWD Offices (CIU/CIS/SWAD Offices)

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2. STEP 2: INTERVIEW AND ASSESSMENT

The assigned personnel shall fill out the client's identifying information in the GIS; the Social Welfare Officer (SWO) will conduct an interview and assessment and establish the eligibility of the client, and complete the filling out of the GIS and Certificate of Eligibility (CE).

3. STEP 3: REVIEW AND RELEASE OF ASSISTANCE

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B. OFFSITE IMPLEMENTATION or Assessment of individual clients outside the DSWD Offices (CIU/CIS/SWAD Offices)

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⁶An extension unit of the Department, which serves as an action center to immediately respond to cases of individuals and families in crisis situation.

To provide clients an easy access to the other type of assistance under the AICS Program at the Malasakit Centers, Item C of Section VIII of MC 16, s. 2022⁷, which was also repealed in MC 06, s. 2023 shall be amended as:

(C) MALASAKIT CENTERS IMPLEMENTATION

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The Malasakit Center serves as a one-stop shop where various government agencies collaborate among DSWD, Department of Health (DOH), Philippine Charity Sweepstakes Office (PCSO), and Philippine Health Insurance Corporation (PHIC) to provide medical and financial assistance to indigent, vulnerable and financially incapacitated patients in all Department of Health (DOH) hospitals and the Philippine General Hospital (PGH) including those public hospitals operated and controlled by the Local Government Units, and State Universities and Colleges under Republic Act No. 11463 also known as “Malasakit Centers Act of 2019” and other pertinent issuance.

To ensure the efficient and streamlined delivery of assistance through the Malasakit Centers, qualified beneficiaries and individuals seeking support may avail themselves of different types of financial assistance under the AICS Program, such as Medical, Transportation, Funeral, Food, and Cash Relief Assistance, based on the assessment of the social welfare officer. These additional services aim to enhance program accessibility, extend support to those most in need, and expand the role of DSWD in Malasakit Centers.

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On Section X of MC 16, s. 2022 and MC 06, s. 2023. RATES OF ASSISTANCE AND FREQUENCY OF AVAILMENT

The rate of assistance and frequency of availment shall be amended as follows:

RATE OF ASSISTANCE AND FREQUENCY OF AVAILMENT				
Type	Particulars	Cost of Assistance		Frequency of Availment ⁸
		Minimum	Maximum	
Medical Assistance	Hospital Bill	1,000.00	150,000.00	Once per hospital admission.

⁷ (c)for patients in Hospitals with Established Malasakit Centers.

⁸ The frequency of availment prescribes the limit on the number of times a client may avail of a particular type of assistance at a given period and this should NOT be interpreted as giving the client the privilege/premium to claim the assistance repeatedly as the period comes. Even a repeat or recurring client (as those with maintenance medications) will undergo assessment every time he/she requests for assistance.

RATE OF ASSISTANCE AND FREQUENCY OF AVAILMENT				
Type	Particulars	Cost of Assistance		Frequency of Availment ⁸
		Minimum	Maximum	
Medical Assistance	Medicines, Laboratory Procedures, and Other Medical Needs, such as but not limited to dialysis, chemotherapy, implants, and pre-operation procedures	1,000.00	150,000.00	<p>General Rule: Once every three months</p> <p>Note: Client/ Beneficiary may still avail and process any of these services within the given frequency of availment, even if they have availed assistance for the hospital bill (either before or after the availment of assistance for the hospital bill).</p>
Funeral Assistance	Funeral Expenses	5,000.00	50,000.00	<p>General Rule: Per beneficiary/ incident of death.</p> <p>Note: One Client may avail and process one or two services at the same time (e.g., Funeral and transfer of Cadaver).</p> <p>For casualties, subject to the recommendation of DRMG or counterparts in the region.</p>
	Transfer of Cadaver	5,000.00	50,000.00	
	Casualties during a disaster/ calamity	5,000.00	10,000.00	
Transportation Assistance	XXX	XXX	XXX	XXX
Material Assistance	XXX	XXX	XXX	XXX
Food Assistance	Food subsidy for individuals or families	2,000.00	10,000.00	<p>General Rule: Once every Quarter</p> <p>For clients with admitted patients - once every admission</p>
Cash Relief Assistance	Other needs	2,000.00	10,000.00	Once for every applicable incident.

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Provided that any type of assistance under AICS shall be subject to the availability of funds, and that the provision of an amount of assistance shall be determined based on the assessment of DSWD social workers.

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(a.) Recommend a higher amount than the prescribed maximum stated herein, subject to his/her assessment and justification of the client's circumstances. Provided that in

such cases, there shall be SCSR/case summary to support the provision of more than the maximum amount. Further, the kind of assistance shall be validated by the Supervising Social Worker in the CIU/CIS Head/SWAD Team Leader and approved by the proper authority.

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(d.) Recommending and adjusting rate or frequency of availment may be provided, as the situation requires or may be warranted, subject to the assessment and justification by the DSWD social worker as validated by the CIU/CIS head/SWAD team leader and/or proper authority, respectively. Provided that, every request for assistance shall be supported with the complete requirements of the client.

V. REPEALING AND EFFECTIVITY CLAUSE

This Memorandum Circular shall take effect immediately after the completion of its publication in the Official Gazette or in a newspaper of general circulation. Let a copy thereof be deposited with the University of the Philippines - Office of the National Administrative Register (UP-ONAR) and be disseminated to the Central Office and Field Offices for their information and guidance. Likewise, all other provisions not covered in this amendment shall remain in force and effect, whether in part or in whole

Issued this ____ day of ____ in Quezon City, Metro Manila, Philippines


REX GATCHALIAN,
Secretary
Date: 29 SEP 2025

Certified True Copy


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