

ILO-DOMWORK Project
Terminal Report for the Multi-Component Program of SUMAPI

Objective	Achievements/Indicators	Problems	Lessons Learned	Follow-up Actions
<i>To mitigate/lessen the vulnerability of domestic workers to fall into forced labour and trafficking through direct actions in five areas (NCR, Batangas, Cebu, Bacolod, and Davao)</i>	4,000 domestic workers and families of domestic workers were provided with information and assistance to help lessen their vulnerabilities to trafficking and forced labour. Initially, SUMAPI distributed popular, low-cost materials containing information about the organization and about its services. The material also contained SUMAPI numbers and persons who can be contacted in case of emergency. Before the end of the project, SUMAPI was able to design, print, and distribute popular, comic-type fliers and handouts describing potential trafficking/forced labour and other abusive work situations. These materials also give information on the hotlines that can be contacted in case of emergency or if ever domestic workers are in distress. The materials will be utilized during field outreach in parks, churches, schools, communities and ports. Like the older version, the new flier will also be distributed to the		Admittedly, these materials cannot change the perception and biases of most people on domestic work. This has to be complemented by media campaigns and continuous dialogues with stakeholders employing the same core messages.	The IEC materials will be blown up to serve as visual aids during outreach and orientation, similar to the FlipChart commonly used by SUMAPI and Visayan Forum. The figures and characters in the IEC materials will be used in all subsequent IECs so that core messages can be sustained and that domestic workers can really relate with the characters. Complementary activities such as the Search for Exemplary Domestic Workers and Employers will be sustained. Efforts will also be made to simplify the hotline process. SUMAPI will maximize the three-digit SMS/hotline that will be developed by the Visayan Forum to make it simpler and more accessible to domestic workers.

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	relatives of domestic workers and to other sectors of population who are vulnerable to fall into trafficking, forced labour, and debt bondage. Partner LGUs with ongoing registration activities for domestic workers also assisted in distributing the materials. The older version was also utilized during rights orientation sessions.			
	To complement the efforts of LGUs (specifically Quezon City, Iloilo, and Makati City) in registering domestic workers, SUMAPI, with Visayan Forum, designed information materials that are employer-friendly. The materials contain the benefits of kasambahay registration for employers. The materials also reminded employers of the value of domestic workers and how decent standards and skills upgrade will eventually redound to the benefit of employers. A new material was designed under the DOMWORK project that seeks to encourage employers to respect the rights of domestic workers under their employ. These materials enumerated the qualities of an exemplary employer. This is being complemented by the Search for Exemplary Employers that is being conducted by SUMAPI and Visayan Forum regions, in	While it is arguable that these materials have helped change behavior of employers, this does not mitigate the major sources of vulnerability of domestic workers – unclear expectations and lack of universally-acceptable standards for work.	These campaigns should be part of a national effort to either compel or induce employers to adopt decent work standards. This can be done either through the legislation of the Batas Kasambahay or through “moral-suasion” in adopting Code of Conduct for Employers and the Standard Contract espoused by DOLE.	SUMAPI will continue to strongly lobby for the immediate passage of the Batas Kasambahay. It will also push for the adoption of employers groups of a Code of Conduct in employing domestic workers (the contents of which will be featured in subsequent publications). It will also push for DOLE to popularize the contract.

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	partnership with other agencies who are participating in the DOMWORK project. Employers were also encouraged to contact SUMAPI in cases of disputes with their domestic workers so that SUMAPI can help broker agreements.			
	410 domestic workers took part in Rights Awareness Sessions (RAS) conducted in all SUMAPI areas. The Sessions were designed to arm domestic workers/SUMAPI members with knowledge on their rights and how they can explain these to their fellow domestic workers. Similarly, they were provided with knowledge on how to detect and respond to potentially abusive situations. The 410 domestic workers who took part in the RAS were strategically placed in core group areas so that they can lead the formation of Bantay Kasambahay or Domestic Worker Watch Network. They are expected to facilitate in the quick response of cases for domestic workers within their areas of responsibility. The Bantay Kasambahay Networks were responsible for the identification of 62 domestic workers who were visited in their respective workplaces or were provided with counseling.	The difficulty in convening domestic workers for a half-day orientation was already foreseen during the program development stage. However, it still served as a hindrance. Since the program was conducted during summer vacations, it failed to maximize partner schools who would have otherwise provided SUMAPI with a convenient venue – during values sessions.	While there have been focus on the rights of domestic workers, it has only been lately that orientations have also looked into the responsibilities of domestic workers. Employers clamor for more “practical” topics during orientation such as on safety and precautions against swindler. Efforts will be made to try to integrate these into regular SUMAPI discussions.	SUMAPI will negotiate with teachers to 1) provide them with regular sessions during night or Sunday classes for discussions on rights and responsibilities; 2) eventually integrate the modules into the regular curriculum for domestic workers in schools. Messages emanating from the sessions will also be carried during regular advocacy activities.

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	A Standard Rights Awareness Module was developed under the project to help ensure that core messages are effectively transmitted and that basic concerns are addressed during these sessions. SUMAPI leaders, VF staff, and other social partners are continuously being trained on how to utilize the said module which focuses on the methods that are being utilized to ensure effective participation of domestic workers.			The module will be utilized in all future orientation activities and will serve as "handbooks" also for teachers and LGUs conducting their own orientation programs during masterlisting activities. Trainers Training for all concerned agencies on the Rights Orientation. Topics on responsibilities, preferably utilizing the Wheel of Rights and Responsibilities, will be included in future sessions.
	93 domestic workers were visited in their workplaces during the project term. These domestic workers have contacted SUMAPI for interventions or have been referred by the Bantay Kasambahay Network and partner agencies. They all have problems with relationships with their employers ranging from poor working conditions and lack of social protection to outright abuse. Of the 93 domestic workers, 5 were pulled-out from their workplaces for alleged physical, verbal, or sexual abuse. In these cases, SUMAPI leaders	Visitation programs continue to be risky affairs for SUMAPI, social workers, and their partners. In most cases, visitation happens when conflict has already occurred and employers have already violated the rights of domestic workers. In a vast majority of cases, mediation and negotiation are already out of question. Barangay officials and law enforcers continue to lack sensitivity and understanding in dealing	Pro-active visitation should also be conducted in order to remedy budding conflicts between employers and domestic workers. Barangay officials should be more involved in settling disputes among domestic workers since they are often the first level of protection. Mediation skills should be enhanced so that these will take into consideration the dynamics of domestic work.	Barangay officials in "hotspot" areas will be trained on how to settle disputes between domestic workers and employers, on the legal bases, and on possible remedial measures. SUMAPI and its partners will craft a system for managing cases of domestic workers "in transit" or "in between jobs". These may include identifying placement institutions or through social workers for

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	provided counseling on possible avenues for resolution of cases, assistance in negotiation with employers, referral to agencies for appropriate case disposition, and provision of direct services for their basic needs while in shelter such as moral support, food, and clothing. SUMAPI leaders took part in rescue operations and, with social workers from Visayan Forum, assisted in the facilitation of cases. Partners established under the SUMAPI and Visayan Forum Programs took part in the Visitation Program. They helped in referring potential cases of abuse, providing for legal counseling, temporary shelter, and in identifying other partners who have the competency to provide other services not covered by VF, SUMAPI, or their partners. As a consequence of the program, SUMAPI and Visayan Forum was able to identify a problem closely related with trafficking, forced labour, and debt bondage – the problem of domestic workers in jail. SUMAPI was able to identify and provide assistance to 7 domestic workers in jail for debts and for petty crimes. All of the domestic workers visited in jail had disagreements with their employers,	with such cases. They are often biased against domestic workers. In cases where the domestic workers are already adult, there are very few institutions that can cater to them while they are "in transit" from one employer to another. It is in these instances that domestic workers fall into other forms of abuse such as commercial sexual exploitation.		identification of relative who can take care of these "stranded" domestic workers.

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	usually stemming from conflicts in very poor working conditions on the part of domestic workers, or had outstanding debts from their employers. In some cases, recruitment agencies have been remiss in their duties to ensure safe work for domestic workers. They were imprisoned for petty or qualified theft and have been languishing in jail for at least 2 to 3 months, in most cases without any valid reasons and without other evidences to back up the testimony of their employers (please brief case stories at the end of the report). For these cases, SUMAPI assisted by facilitating legal assistance through partner lawyers groups or through the Public Attorney's Office. They led negotiations with the employers to drop the cases or with the recruitment agencies to extend support to the domestic workers.			

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<i>To enhance the capacity of SUMAPI and its partners to serve as clearinghouse of services and information to members</i>	The project contributed directly to strengthening SUMAPI and, in the process, ensuring its sustainability through the following:	The difference in the level of development of leaders across areas continues to hinder efforts to strengthen SUMAPI. Because of the mobility of the sector, turn-over of leaders is extremely high in SUMAPI's case.	There is a need to establish a "ladder-type" leadership development program that would build on second-liners and even third-liners. On a more positive note, there are more SUMAPI members who are currently studying (as a result of the educational interventions under the VF-IPEC Time-bound Partnerships and other similar initiatives). Hence, there is an available pool of leaders who have the basic tools from which we can build on.	Rationalizing the training curriculum for SUMAPI leaders so that it will have a continuing program for leadership development depending on the situation per area.
	Setting the direction for SUMAPI SUMAPI came up with a Two-year strategic plan of action that will serve as the framework for all of its initiatives. The Strategic Plan enunciated and updated the Vision, Mission, and Goals of SUMAPI. SUMAPI also determined its niche and the core values of the organization. All future resource mobilization activities will be geared towards the SUMAPI Strategic Plan.			
	Standardizing SUMAPI services and membership procedures Stemming from the Strategic			Kasambahay centers are currently being established in all areas. These centers will serve

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	Planning, SUMAPI developed a menu of services that it will provide. These services, such as counseling, workplace visitation, domestic worker watch, are currently in place in three chapters and are being formed in three more chapters. Also, SUMAPI was able to standardize its membership procedure. Potential members have to go through orientation and rights awareness prior to full membership. It will help ensure increase in the number of active members who are aware of the VMG of SUMAPI and the services that they offer. This will also guarantee that all members have knowledge on how to detect and respond to abuse. New systems are also in place to help ensure that new SUMAPI members will value their membership. A SUMAPI Membership Booklet is being distributed to all active members. The Booklet contains the principles and core values of SUMAPI, its VMG, and important provisions on its by-laws relating to membership. The Booklet will help members recruit new members.			as recreation areas and will also be a center for counseling, tutorials, and other services that can be offered by partners.
	Popularizing SUMAPI programs, services, and activities			

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	A SUMAPI Brochure was printed in order to more clearly explain SUMAPI and its programs and services to partners and members. This is being utilized in all networking and membership recruitment activities of SUMAPI. A Folio and newsletter has been developed for deeper discussions on SUMAPI position on issues and to further highlight the plight of domestic workers. These materials provided domestic workers with their own venue to present their views and opinions. It serves as an advocacy material and as a proof that domestic workers can effectively contribute to debates on policies and programs.			
	Developing a Guide for Future organizers As part of its initiative to mainstream efforts to empower domestic workers, SUMAPI came up with a manual for organizers. The Manual is designed for future SUMAPI leaders and for partners who would like to build their own organizations. The manual documents the history of SUMAPI and the process that it has undertaken in order to build a national organization. It enumerates the strategies employed and the lessons that			All SUMAPI leaders, VF staff and partners will be trained on the Organizing Manual. New chapters to be formed (such as in Dumaguete and Bulacan) will follow the manual. Findings will be documented in order to enrich subsequent versions of the manual.

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	organizers have learned. Furthermore, the Manual establishes organizational standards and guidelines adopted by SUMAPI in strengthening itself.			
	Strengthening its negotiating capacity 25 national leaders coming from all chapters were trained on Core Labor Standards and Collective Negotiation. The Training provided the leaders, who lead all networking and negotiation activities in their areas, with the theoretical and legal bases in fighting for decent work standards for domestic workers. The leaders were also provided with the skills and tactics for effective negotiations with employers and with social partners. This is expected to further strengthen the skills of domestic workers to negotiate for better working conditions and identify solutions to conflicts between their members and employers. It also clarified their advocacy agenda during discussions with social partners. Finally, it provides SUMAPI with a blueprint for future policy reforms that it will push for.	There are very few avenues for participation available for domestic workers. While in some areas, such as Batangas and NCR, SUMAPI leaders take part in planning at the LGU level, in most areas there are few efforts to carve the necessary democratic space so that SUMAPI can participate in a meaningful manner. Also, SUMAPI has yet to be accepted as a negotiating arm for domestic workers. SUMAPI continues to experience resistance from employers, barangay officials, and law enforcers who think that SUMAPI is meddling in other people's affairs.	Ironically, participation of domestic workers on the affairs of the barangay is still the most concrete and potent avenue.	SUMAPI will formalize and popularize its role as a negotiating arm for domestic workers. This will be done through accreditation and training with concerned agencies. SUMAPI will also pursue accreditation at the local level so that it can participate in the local hearings and budget deliberations.
	Crafting and laying the foundation for future resource mobilization activities	Income generating projects are still at their nascent, micro stage. Because of the various financial	There is a need for more "professionals" or professional expertise within SUMAPI to help manage	Training on the following: Basic Accounting Proposal and Technical

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	25 National Leaders also took part in the training on resource management and mobilization. As a result of this training, SUMAPI was able to establish a basic financial system that will ensure prudent and effective management of its funds. SUMAPI was also able to identify future actions to strengthen the system and areas where they can raise more resources for their endeavors. 130 leaders from all chapters also took part in area-based training on mutual aid. Building on the gains of the national training, SUMAPI chapters identified creative means to provide for alternative income for their chapters and their members. Built into these income-generating projects are social protection mechanisms such as support in enrolment for SSS and Philhealth and other insurance schemes that would provide safety nets so that domestic workers in distress will not fall into debt bondage.	constraints encountered by domestic workers and their mobility, there are no initiatives centered on savings mobilization. Furthermore, there is a need for expertise such as basic accounting and project management to make sure that resources are allocated and spent honestly, equitably and efficiently.	projects.	Writing Project and Organizational Management SUMAPI will continue to support and encourage IGP's at the core group level so that their leaders can gain practical experience in handling such programs. SUMAPI will monitor these project closely and will facilitate the action-reflection process so that the core group can build on their successes and learn from their failures.
	Providing a venue for sectoral analysis of issues 450 domestic workers took part in efforts to present a unified agenda during social dialogues. Focused group discussions conducted nationwide discussed issues and concerns emanating from the	Concepts that are used by partners are slowly being grasped by domestic workers. However, because of their incomplete handle of issues such as forced labour, servitude, decent work, standards, etc. this prevents domestic	There is still a need to popularize concepts and make them more accessible to domestic workers. However, it is notable that domestic workers have developed concrete proposals on more pressing	The FGDs are already institutionalized in all SUMAPI chapters and will serve as feedback mechanisms. SUMAPI leaders will constantly bring up issues surfaced during the FGDs conducted during this

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	Domestic Work Summit. They also came up with recommendations on how to address these concerns. Taking off from the Ten Point Agenda developed during the Summit, SUMAPI leaders crafted proposals on how to build on the gains from the social summit and how to concretize proposed solutions.	workers from coming up with more actionable proposals.	(and for them more relevant issues) such as education and wage rates.	program to monitor progress in terms of commitments of local partners and to deepen analysis.
	Refining the concept of Resiliency As part of this project, SUMAPI conducted Resiliency-building Seminars in NCR and Cebu. These activities aims to 1) identify problems and constraints of participants; 2) map out life paths for SUMAPI leaders; 3) identify their support networks; 4) help level off their engagement with SUMAPI. The exercise is in recognition of the fact that domestic workers have faced and will face life crisis. For complementary interventions, such as education, skills training, alternative income, etc., to succeed, domestic workers must be provided with a life-path. SUMAPI must re-affirm its role as second family to the domestic workers.		Resiliency, as a concept, is more easily discussed that handled in real-life settings. Cases of past abuses tend to revealed during these sessions. Hence, social workers must be on stand-by to immediately counsel the participant. Resiliency requires having a set of support mechanisms to enable the domestic worker to pursue his or her chosen life path.	Resiliency-building activities will also be part of those sessions integrated for domestic workers in school. Partner institutions, especially faith-based organizations, will be tapped to further refine the approach and to apply these to their own initiatives.
<i>To help bring about reforms, specifically at the local level and mobilize frontline agencies and</i>	A total of 75 partners took part in national social dialogue organized and facilitated by SUMAPI. The Social Dialogue resulted in clear,		Partners have varying level of acceptance of SUMAPI's role as an equal partner in planning and decision-	SUMAPI will follow-up on the agreements during the Social Dialogue.

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<i>social partners, towards improving access of domestic workers to social protection and similar services</i>	concrete next steps to pursue the 10-point Agenda developed during the Summit. It also took into consideration the issues and concerns as presented by Domestic Workers (please see attached agreements)		making. For most, the social dialogue served as an introduction on the real nature of SUMAPI. Partners, generally, have shown interest in SUMAPI and have recognized its potential.	Areas for cooperation with new partners such as the Green Meadows Association, Barangay Bell Air, and TESDA will be explored.
	SUMAPI leaders in the National Capital Region, Batangas, and Davao took part in planning sessions. SUMAPI-NCR is an active partner of the Quezon City and Makati LGU in their efforts to register domestic workers, orient barangay officials, and develop LGU-level programs. In Batangas, SUMAPI is a regular member of the Provincial Council for the Welfare of Women and Children and have taken part in its budget planning process.			SUMAPI, with support from VF and partners, will lobby for regular seats in special bodies such as Local Councils for the Protection of Women and Children and in Local Development Council meetings so that it can formally take part in their sessions.