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# Assessment of the Existing Services for Skilled Migrant Workers in the Philippines

A report prepared for the EU-ILO Project on “Decent Work Across Borders:  
A Pilot project for Migrant Health Professionals and Skilled Workers”,  
Manila, Philippines



# **Assessment of the Existing Services for Skilled Migrant Workers in the Philippines**

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## Table of Contents

|  |    |
|--|----|
| FOREWORD .....   | iv |
| ACKNOWLEDGEMENTS .....   | v  |
| EXECUTIVE SUMMARY.....   | vi |
| LIST OF ACRONYMS .....   | x  |
| INTRODUCTION .....   | 1  |
| PURPOSE OF THE RESEARCH .....                                    | 1  |
| AUDIENCE FOR AND USE FOR THE RESEARCH.....                       | 1  |
| PROJECT DESCRIPTION .....  | 2  |
| OBJECTIVES OF THE RESEARCH .....                                 | 2  |
| DESCRIPTION OF THE SERVICE PROVIDER/CONSULTANT .....             | 2  |
| LITERATURE REVIEW.....   | 3  |
| METHODOLOGY.....   | 21 |
| LIMITATIONS OF THE STUDY .....                                   | 25 |
| FINDINGS.....  | 26 |
| A. Evolution of Policies and Services for Filipino Migrants..... | 26 |
| B. Policy Drivers.....   | 31 |
| C. Migration Services, Providers, and Activities .....           | 31 |
| GAPS ANALYSIS .....  | 36 |
| CONCLUSIONS .....  | 38 |
| RECOMMENDATIONS .....  | 41 |
| A. Stakeholders Recommendations.....                             | 41 |
| B. Policy Recommendations .....                                  | 42 |
| C. Organizational Recommendations .....                          | 42 |
| LESSONS LEARNED.....   | 44 |
| REFERENCES .....   | 44 |

**LIST OF TABLES**

|           |  |    |
|-----------|--|----|
| Table 1.  | Number of Deployed Land Based Overseas Filipino Workers by Major Occupational Category, New Hires, 2004-2010, Philippines .....      | 4  |
| Table 2.  | Number of Deployed Nurses by Top Ten Destinations, New Hires, 2004-2010, Philippines.....  | 4  |
| Table 3.  | Number of Deployed Land Based Overseas Filipino Workers by Top Ten Destinations, New Hires and Rehires, 2004-2010, Philippines ..... | 5  |
| Table 4.  | Pre-Employment Orientation Seminar Module .....  | 13 |
| Table 5.  | Distribution of Conducted Key Informant Interviews and Focus Group Discussions .....   | 21 |
| Table 6.  | List of Government and Non-Government Organizations Interviewed .....  | 22 |
| Table 7.  | Analysis of Migration Services Input, Process, and Output, ILO-DWAB, 2012 .....  | 23 |
| Table 8.  | Organizational Analysis of Providers of Migrant Services in the Philippines -- Government Agencies, ILO-DWAB, 2012 .....             | 24 |
| Table 9.  | Recommendations for Migrant Services Improvement and Scale-Up -- Government Agencies, ILO-DWAB, 2012 .....                           | 25 |
| Table 10. | Migration Services Provider and Activity Matrix, ILO-DWAB, 2012.....   | 33 |

**LIST OF FIGURES**

|           |   |    |
|-----------|---|----|
| Figure 1. | Timeline of National Policies Governing Migration Services in the Philippines, ILO-DWAB, 2012 ..... | 8  |
| Figure 2. | Philippine Government Institutions Managing Migration .....   | 12 |
| Figure 3. | Project Conceptual Framework .....  | 20 |
| Figure 4. | Evolution of Policies and Services for Philippine Migrant Workers, ILO-DWAB, 2012 .....             | 30 |
| Figure 5. | Philippine Government and Non-Government Institution Managing Migration, ILO-DWAB, 2012 .....       | 40 |
| Figure 6. | Proposed Organizations for Migrant Service Providers in the Philippines .....                       | 43 |

**APPENDICES**

|             |   |    |
|-------------|---|----|
| Appendix 1. | Summary of Organizations Interviewed.....     | 51 |
| Appendix 2. | Tools Used During Field Data Collection ..... | 54 |
| Tool 1.     | Key Informant Interview Questionnaire.....    | 54 |
| Tool 2.     | Focus Group Discussion Questionnaire .....    | 61 |
| Tool 3.     | Record Review Checklist .....                 | 68 |



|               |   |    |
|---------------|---|----|
| Tool 4.       | Informed Consent -- Key Informant Interview.....  | 70 |
| Tool 5.       | Informed Consent -- Focus Group Discussion.....   | 72 |
| Appendix 3-A. | Organizational Analysis of Providers of Migrant Services<br>in the Philippines -- Government Agencies .....     | 74 |
| Appendix 3-B. | Organizational Analysis of Providers of Migrant Services<br>in the Philippines -- Non-Government Agencies ..... | 78 |
| Appendix 4-A. | Recommendations for Migrant Services Improvement<br>and Scale-Up -- Government Agencies .....                   | 82 |
| Appendix 4-B. | Recommendations for Migrant Services Improvement<br>and Scale-Up --Non-Government Agencies .....                | 87 |
| Appendix 5.   | Analysis of Migration Services Input, Process, and Output .....   | 88 |



## Foreword

The migration of health professionals is a growing trend in a world where the health labour market is getting increasingly more global. For years, Filipino health workers, mostly nurses, have been working in hospitals and other health-care institutions around the world. Traditional destinations such as the Middle East and the United States are now being joined by newer destinations such as the United Kingdom, Ireland, Norway, Finland and the Netherlands as the main sources of employment for Filipino health professionals.

Given the size and the importance of migration for the country over the past thirty years, the Philippines government has developed explicit policies geared toward the protection of its migration population. These have been translated into institutions to better govern almost every aspect of the migration process. Understandably, the services developed by these institutions have focused on the needs of the more vulnerable segments of the migration contingent. The private sector, especially the recruitment industry, has also developed services that cater to the needs of its clientele. For its pro-active stance on migration, the Philippines is often hailed as a good model in terms of migration governance.

Services designed for a particular profile of migrants may not respond to the exact needs of skilled migrants. Skilled and health professional migrants in particular face specific migration issues. Such challenges include being charged excessive fees for their recruitment, substitution of their contracts upon arrival to their host countries, lower and deferred payment of wages, and non-recognition of their skills, to name just a few. Access to specific services at the various stage of the migration journey is key for migrant workers to enjoy a safe, decent and overall positive migration experience.

In this context, and as part of its European Union-funded Decent Work Across Borders project, the ILO is pleased to introduce this assessment of services to skilled migrants.

The research makes an important contribution to the understanding of the services available to overseas Filipino workers, including migrant health professionals. The report covers a wide range of services provided by state and non-state institutions, from pre-departure training to return and reintegration in the Philippines. It also offers a rich collection of information on the mandate of all state institutions providing services, as well as selected non-state institutions and business enterprises. Particularly valuable are the details provided on the various legislations pertaining to migrant workers. The ILO is grateful to its main author, Dr Marilyn Lorenzo, and her team, in coming up with such a thorough analysis of the migration services, institutions and policies in the Philippines.

The ILO seeks to facilitate an approach to migration that benefits the migrant workers, and the source and destination countries, within a rights-based framework for labour migration management. Through this assessment, the ILO recognizes the shared responsibility of government, employers' and workers' organizations in developing, implementing and improving policies, plans, programmes and services to protect the rights of migrant workers, and to promote safe and ethical migration.

Lawrence Jeff Johnson  
Director  
ILO Country Office for the Philippines

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In particular, the authors are grateful to the following agencies:

### National Government Agencies

- Bangko Sentral ng Pilipinas (BSP)
- Commission on Filipinos Overseas (CFO)
- Department of Foreign Affairs -- Office of the Undersecretary for Migrant Workers (DFA-OUMWA)
- Department of Foreign Affairs -- Office of the Absentee Voting Secretariat (DFA-OAVS)
- Department of Health -- Health Human Resources Development Bureau (DOH-HHRDB)
- Department of Labor and Employment -- International Labor Affairs Bureau (DOLE-ILAB)
- Land Bank of the Philippines
- National Reintegration Center for OFWs (NRCO)
- Pagtutulungan Sa Kinabukasan: Ikaw, Bangko, Industriya At Gobyerno (Pag-IBIG)
- Philippine Health Insurance Corporation (PhilHealth)
- Philippine Heart Center (PHC)
- Philippine Overseas Employment Administration (POEA)
- Professional Regulation Commission (PRC)
- Social Security System (SSS)
- Technical Education and Skills Development Authority (TESDA)

### Non-Government Agencies

- Ang Nars
- British Council (Philippines)
- EDI Staffbuilders International, Inc.
- Employment Confederation of the Philippines (ECOP)
- Federation of Filipino Workers (FFW)
- LBS Recruitment Solutions Corporation
- Philippine Government Employees Association (PGEA)
- Philippine Nurses Association (PNA)
- Philippine Pharmacists Association (PPA)
- Philippine Physical Therapy Association (PPTA)
- Public Services Labor Independent Confederation (PSLINK)

Furthermore, the authors would like to offer their special thanks to LBS Recruitment Solutions for facilitating the focus group discussions among pre-departing and returning migrant health workers, and to the Philippine Heart Center for organizing the focus group discussions among former migrant health workers that are now working in the country. Their assistance was

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This assessment of existing services for skilled migrant health professionals in the country is a testament of your hopes to shape the current policies and programmes in order to promote decent work for all.

## Executive Summary

### Brief Project Description and Context

The demand for highly skilled professional health workers remains to be a growing trend that is met by developing countries like the Philippines. For years, thousands of Filipino health workers, mostly nurses, have been working in hospitals and other health-care institutions in the Middle East and the United States. In recent years, demands for health workers have also increased in the United Kingdom, the Netherlands, and Ireland. And just like other professionals working in a foreign land for economic and social gains, the increasing migration of health workers also raises issues on the protection of rights and welfare of these workers. (Lorenzo, 2005)

The International Labour Organization (ILO), with funding support from the European Union (EU), is implementing a project called “Promoting Decent Work Across Borders: A Project for Migrant Health Professionals and Skilled Workers” (DWAB). The project seeks to better understand schemes related to circular migration of health professionals. Also, the ILO seeks to foster a “mutually beneficial” approach to migration that benefits the migrant workers, and the source and destination countries within a rights-based framework for labour migration management.

### Purpose and Objective of the Research

In order to protect migrant workers, the ILO aims to shape policies and programmes promoting decent work for all. Through the context of DWAB, the ILO aims to map out, assess, and enhance existing services for professional health workers migrants, and returned migrants, with a special focus on health care professionals.

Specifically, the study aimed to:

1. based on recent literature, review and confirm mapping of existing pre-orientation, pre-departure, and return services in the Philippines that are available to skilled migrants, specifically for health-care professionals;
2. describe services utilized by health professional migrants;
3. assess the effectiveness of existing services to health professional migrants;
4. identify gaps and needs for new services;
5. conduct a group consultation through round-table discussion regarding the results of the assessment of services for skilled migrants;
6. formulate draft recommendations based on the results of the data collection; and
7. develop relevant final recommendations to address identified needs and gaps.

### Summary of the Research Methodology

This research project utilized a descriptive-analytic design, which involved the conduction of an extensive review of relevant literature and other public and institutional records, and numerous key informant interviews and focus group discussions as primary methods of data collection. There were a total of 23 public and private stakeholder organizations interviewed involving 50 key informants. Twenty-eight other health professional migrants and potential migrants, mostly nurses, were involved in four separate focus group discussions. Information



gathered from the literature and records review, and the interviews were triangulated for validation and further analysis.

Analysis methods included scoping and timeline mapping of international and domestic policies, content analysis of all interviews, and matrix plotting of organizations against the range of services for migrant workers. Other analysis matrices were developed to facilitate accurate distillation of all the data collected to identify gaps, and formulate conclusions.

## Main Findings and Conclusions

1. Policies for the protection of the rights and welfare of Filipino migrant workers were developed as early as the 1960s when the skilled local manpower was recruited to be deployed overseas. Such policies covered the establishment of various government agencies to regulate migration-related activities such as recruitment, employment education, and remittance management. Other policies involved the creation of special financial, welfare, and reintegration services for migrant workers. Considered to be the most significant of these policies were the “Magna Carta for Migrant Workers and Overseas Filipinos Act” of 1995 (RA 8042), and the following amendments to the same Magna Carta (RA 10022) in 2010, which identified the collaborative action of government agencies, the services relevant for migrant workers, and, most importantly, the rights of migrant workers.
2. While there were few policies and migrant services in place before 1970, the policy creating the Philippine Overseas Employment Administration (POEA) during Martial Law was the bulkhead of migrant services creation. Most migrant services were made available from 1995 and thereafter starting with the promulgation of the Migrant Workers and Overseas Filipinos Act.
3. The explosion of services was observed around the year 2000 until 2010. It was during that time that many non-government agencies, including private recruiters, started providing migrant services to complement what the government provided. However, new services that were organized were mostly provider-driven and were not organized based on migrants’ felt needs.
4. Policy development drivers identified for migrant services and/or migration in general were found to be both positive and negative. Positive drivers included:
  - training and experience required for migrants to move further in their chosen careers;
  - the need to ensure that Filipino migrants were competitive globally in terms of quality and qualifications;
  - competency development of professionals versus non-professionals;
  - increased employability of workers;
  - increased international demand; and
  - locally based professional innovations such as the Philippine Nursing Roadmap.
 Identified negative drivers, on the other hand, include:
  - poor access to social security abroad;
  - need of migrant families for services;
  - reactions of migrant worker families; and
  - sensational migrant welfare related cases like the Flor Contemplacion case.
5. As a result of this policy changes, and as new policy drivers are put into focus, services for migrant workers have evolved over time.

6. Results show that some government agencies have critical involvement in terms of the number of services provided, particularly by the Commission on Filipinos Overseas (CFO), the Overseas Workers Welfare Administration (OWWA), and the POEA. They were identified to have the widest spectrum of services provided at present. As mentioned by migrants, the private sector, specifically the recruitment agencies, provided very critical services, supplementary or complementary, to what the government agencies were already giving. Some of them also mentioned that these services are actually more focused or tailored to what the migrants needed.
7. It seems that no specific agency has a monopoly on certain services. A number of agencies share the responsibility of providing the same service. This situation points to the need of coordinating migrant services that are provided by a multiplicity of government and non-government agencies. Also, one agency may be involved in the provision of multiple services. Likewise, this has to be coordinated to prevent gaps and overlaps.
8. Initially, the services for migrant workers identified in the study were classified as to: (1) either they were compulsory or non-compulsory; (2) when within the migration cycle phases they were offered -- pre-departure, on-site, or return/reintegration; and (3) whether they were provided by a specific agency as stated in their institutional mandates or not. To further rationalize the long list of services, the research found it logical to group the services into: (1) overseas employment information services, which included seminars and orientations about the culture and working conditions in destination countries; (2) personal financial security services, which focused on improving the financial literacy of the migrant workers and their families; (3) social security and welfare services, which included government savings and loan facilities, social insurance, medical services, and legal assistance services; (4) competency and skills enhancement services; and (5) reintegration services.
9. There were a number of agencies involved in the delivery of a particular service, specifically reintegration, social security and welfare, and financial security. It seems that overseas employment information services had the most service providers, including professional organizations and recruitment agencies.
10. Gaps were identified in the perceptions of agencies (as service providers) and the migrant workers (as service recipients or consumers) as to the importance or relevance of certain services.
11. Migrant feedback informed much of the analysis of gaps and overlaps in migrant services provision. Feedback from the migrant's side provided affirmations on some services as well as negative comments on some services provided. Most feedback were on pre-departure orientation seminars (PDOS) and pre-employment orientation seminars (PEOS), which were the most visible and experienced services. PDOS was recognized as necessary, but implementation issues abound. Among identified services that migrants described as necessary were mandatory language training prior to departure and PDOS. Furthermore, some compulsory services like Pag-IBIG and PhilHealth were not appreciated and rather viewed as unnecessary deductions to their earnings. Many do not understand the social protection these programmes afforded.
12. Most of the services available for migrant workers utilized information-based strategies, which is considered to be one of the least effective methods in promoting behavior change compared to economic or incentive-based, and regulatory-based mechanisms.
13. Evaluation of enumerated services primarily involved the monitoring of direct outputs, particularly the number of availing individuals. Evaluation plans for outcomes and impact have yet to be developed by all service providers.

## Key Recommendations

### Stakeholder Recommendations.

1. There is a need to streamline services and establish offices. POEA needs a further devolution of services to regional levels by maximizing modern communication facilities. Segregation of health professional migrant workers from other migrant workers, and the need for a distinction on the services provided to them, were also recommended.
2. In terms of recruitment services, abolition of placement fees is stressed to be led by the government in partnership with responsible agencies.
3. To address the gap on skills and competencies of professional migrant workers, even before the health professionals decide to work in foreign countries, they must be guided by a defined career progression framework relevant both locally and internationally.
4. Improving data and information sharing and collaboration, monitoring, and performance evaluation through proper feedback mechanisms are also needed.
5. The government should form bilateral and multilateral agreements for foreign countries to implement social security measure for workers.

### Policy Recommendations.

1. There is a need for a policy scan to determine whose agencies' mandates needed to be updated. Organizational policies need to be harmonized to minimize programme gaps and pluralities.
2. Primary or prioritized services should be assigned to key migration-related agencies.
3. There is a need to empower migrants, their families, and providers of services. Their roles need to be made clear. Incentives need to be formulated to encourage favourable behavior changes.

### Organizational Recommendations.

1. A proposed Organization for Migration Service Providers in the Philippines was created with an attempt to group agencies according to main functions available for migrant services. This network organization composed of networks collaborating together through partnerships, contracts, and agreements with their different roles and functions unified by one purpose and vision.
2. Emphasis in the importance of who will coordinate the network, whether it should be from the government or non-government, and whether this coordinating role should also be rotating, needs to be determined.

## List of Acronyms

|            |  |
|------------|--|
| BSP        | Bangko Sentral ng Pilipinas  |
| CFO        | Commission on Filipinos Overseas                                   |
| DFA        | Department of Foreign Affairs                                      |
| DOH        | Department of Health   |
| DOLE       | Department of Labor and Employment                                 |
| ECOP       | Employers' Confederation of the Philippines                        |
| EDSP       | Education For Development Scholarship Program                      |
| EO         | Executive Order  |
| ERCOF      | Economic Resource Center for Overseas Filipinos                    |
| EU         | European Union   |
| FFW        | Federation of Free Workers   |
| FGD        | Focus Group Discussion   |
| HHRDB      | Health Human Resource Development Bureau                           |
| ILAB       | International Labor Affairs Bureau                                 |
| ILO        | International Labour Organization                                  |
| IOM        | International Organization for Migration                           |
| KII        | Key Informant Interview  |
| LGU        | Local Government Unit  |
| MC         | Memorandum Circular  |
| MOI        | Memorandum of Instruction  |
| NEDA       | National Economic and Development Authority                        |
| NFLS       | National Livelihood Support Fund                                   |
| NLRC       | National Labor Relations Commission                                |
| NRCO       | National Reintegration Center For Overseas Filipino Workers        |
| OAVS       | Overseas Absentee Voting Secretariat                               |
| OF         | Overseas Filipinos   |
| OFW        | Overseas Filipino Workers  |
| OUMWA      | Office of the Undersecretary for Migrant Workers Affairs           |
| OWP        | Overseas Workers Program   |
| OWWA       | Overseas Workers Welfare Administration                            |
| Pag-IBIG   | Pagtutulungan sa Kinabukasan: Ikaw, Bangko, Industriya at Gobyerno |
| PD         | Presidential Decree  |
| PDOS       | Pre-Departure Orientation Seminar                                  |
| PEOS       | Pre-Employment Orientation Seminar                                 |
| PESO       | Public Employment Service Office                                   |
| PGEA       | Philippine Government Employees Association                        |
| PHC        | Philippine Heart Center  |
| PhilHealth | Philippine Health Insurance Corporation                            |
| PNA        | Philippine Nurses Association                                      |
| POEA       | Philippine Overseas Employment Administration                      |
| POLO       | Philippine Overseas Labor Office                                   |
| PPhA       | Philippine Pharmacists Association                                 |
| PPTA       | Philippine Physical Therapy Association                            |
| PRC        | Professional Regulation Commission                                 |



|        |  |
|--------|--|
| PSLINK | Public Services Labor Independent Confederation      |
| RA     | Republic Act   |
| SESP   | Skills-For-Employment Scholarship Program            |
| SSS    | Social Security System                               |
| TESDA  | Technical Education and Skills Development Authority |
| UNDP   | United Nations Development Programme                 |
| WUF    | Western Union Foundation                             |

## Introduction

Millions of people around the world are “on the move”. Two major labour market forces are identified to cause increased migration of people to find work: (1) many people of working age either cannot find any form of employment, or cannot find employment adequate to support themselves and their families in their own countries, while (2) some other countries have a shortage of workers to fill positions in various sectors of their economies. Other factors include “demographic change, socio-economic and political crises, and widening wage gaps within, as well as between, developed and developing countries.” (International Migration Programme, 2006).

A rapid increase in the number of migrants crossing borders in search of employment and human security is expected in the coming decades due to the failure of globalization to provide adequate jobs, and economic opportunities. Due to migrants’ determination to search for employment, they are willing to accept work for lower wages with lesser benefits. In one of the articles in the Journal World of Work by von Rohland in 2011, it was revealed that the migrant worker population is at greater risk of discrimination during periods of economic crisis. According to Patrick Taran, senior migration specialist at the ILO International Migration Programme, in times of economic downturns, migrant workers are among the most affected group because they are often employed in sectors that are hit first during a crisis. Taran also stressed the need for a comprehensive approach to the problem that includes “improving the working conditions, not just of migrant workers, but also of vulnerable national workers in migrant employment countries”. (“The economic crisis and discrimination against migrant workers,” 2011).

Despite some progress, there is still a need to promote proper implementation, both locally and internationally, of ethical practices in recruitment to avoid illegal staffing and human trafficking. These are still very rampant, even with the existing laws and regulations established to protect these migrants. Thus, prospective migrants should be given more information with the principles of safe migration.

## Purpose of the Research

In order to protect migrant workers, the ILO aims to shape policies and programmes promoting decent work for all (“Promoting Decent work for all,” 2004). Through the context of promoting the DWAB Project, the organization specifically aims to map-out, assess, and enhance existing services for migrant workers, and returned migrants, with a special focus on health care professionals.

## Audience for and Use for the Research

Envisioned to reach an audience mostly composed of organizations addressing migration issues such as ILO specialists and technical staff, government officials, trade unions, relevant

professional organizations, and other private agencies, this research output will be used as a preliminary working paper to be presented to the DWAB advisory committee in order to initiate policy dialogues that will later feed into the development of relevant policies, programmes, and services.

## Project Description

The ILO, with funding support from the EU, is implementing a project called “Promoting Decent Work across Borders: A Project for Migrant Health Professionals and Skilled Workers” (DWAB).

The project seeks to better understand schemes related to circular migration of health professionals. This will be done by (1) engaging governments, trade unions, and employer organizations in policy dialogues; (2) establishing networks of experts and trained practitioners; (3) strengthening employment services for health-care professionals and skilled workers; (4) facilitating skills recognition processes; and (5) enhancing labour market information systems. Through this project, the ILO seeks to foster a “mutually beneficial” approach to migration that benefits the migrant workers, and the source and destination countries within a rights-based framework for labour migration management.

## Objectives of the Research

The project aimed to:

1. based on recent literature, review and confirm mapping of existing pre-orientation, pre-departure, and return services in the Philippines that are available to skilled migrants, specifically for health-care professionals;
2. describe services utilized by health professional migrants;
3. assess the effectiveness of existing services to health professional migrants;
4. identify gaps and needs for new services;
5. conduct a group consultation through round-table discussion regarding the results of the assessment of services for skilled migrants;
6. formulate draft recommendations based on the results of the data collection; and
7. develop relevant final recommendations to address identified needs and gaps.

## Description of the Service Provider Consultant

The project team is composed mainly of policy researchers from the University of the Philippines in Manila. The roles and responsibilities of the members of the team include:

- analysis and identification of recent literature pertaining to the services (pre-orientation, pre-departure, post-arrival, and return) available for migrant workers in the Philippines;
- designing a detailed plan of action for interviews and focus group discussions;

- formulation of interview questionnaires/guides for key informant interviews, and focus group discussions, as well as data abstraction form for records review, while focusing on the assessment of the available services for skilled migrant workers in the Philippines;
- conduct of key informant interviews, focus group discussions, and records review with the identified migrant service providers (government, trade unions, professional organizations, private sector, and non-government organizations);
- transcription of audio files from key informant interviews and focus group discussions highlighting areas of concerns and possible improvements;
- analysis and creation of final report on the assessment of available migrant services to health professional migrant workers with recommendations for improvement of health services;
- presentation of findings through a round-table discussion for consensus building among stakeholders; and
- working in full collaboration with the ILO during study duration.

## Literature Review

### Situation in the Philippines

Philippine labour migration has taken place since the early colonial period owing to the Spanish galleon trade activities, as well as during the American colonial period that facilitated movements to the United States (Orbeta, Jr and Abrigo, 2011). The 1970s marked rapid increases in migration rates and numbers due to the construction boom in the Middle East. From a low of about 50,000 migrant Filipino workers in 1975 (Orbeta, Jr and Abrigo, p. 3), the Philippines has now become one of the main Asian countries sending migrant workers to the rest of the globe. About 9.5 million to 12.5 million Filipinos are deployed worldwide, or about 11 per cent of the total population of the Philippines ("Overseas Employment Statistics 2010," 2010).

As of 31 December 2010, there were 9.4 million Filipino migrant workers: 4,176,400 in the Americas, 2,868,200 in the Middle East and Africa, 1,675,500 in the Asia Pacific, and 715,600 in Europe. In December 2009, Saudi Arabia led the top-ten destination countries, followed by: the United Arab Emirates, Qatar, Hong Kong, Singapore, Kuwait, Taiwan, Italy, Canada and Bahrain. In 2010, Filipinos in Europe constituted only 7.58 per cent of the overseas Filipinos (down from 10 per cent in 2009). Most of them lived in Italy and the United Kingdom. Out of every ten, six were temporary workers, three were permanent emigrants and one was an irregular migrant. France had the highest number (nearly 40,000) and proportion (82.8 per cent) of irregular Filipino migrants in Europe, with women making up the majority of Filipino migrants in Europe (Ramos-Carbone, 2012).

Overseas Filipinos often work as doctors, physical therapists, nurses, accountants, IT professionals, engineers, architects, entertainers, technicians, teachers, military servicemen, seafarers, caregivers, domestic helpers, fast-food workers and maids, especially in the Middle East. The professional, medical and technical workers were the occupational group with the most number of deployed overseas Filipino workers (OFWs) as of 2010. Table 1 shows the number of deployed OFWs by major occupational category.



**Table 1. Number of Deployed Land Based Overseas Filipino Workers by Major Occupational Category, New Hires, 2004 -- 2010, Philippines**

| Major Occupation Group                               | 2004           | 2005           | 2006           | 2007           | 2008           | 2009           | 2010           |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>Total</b>   | <b>281 762</b> | <b>284 285</b> | <b>308 122</b> | <b>306 383</b> | <b>338 266</b> | <b>331 752</b> | <b>340 279</b> |
| Professional, Medical, Technical and Related Workers | 94 147         | 63 941         | 41 258         | 43 225         | 49 649         | 47 886         | 41 835         |
| Administrative and Managerial Workers                | 565            | 490            | 817            | 1 139          | 1 516          | 1 290          | 1 439          |
| Clerical Workers                                     | 5 323          | 5 538          | 7 912          | 13 662         | 18 101         | 15 403         | 10 706         |
| Sales Workers  | 113 423        | 133 907        | 144 321        | 107 135        | 123 332        | 138 222        | 154 536        |
| Agricultural Workers                                 | 632            | 350            | 807            | 952            | 1 364          | 1 349          | 1 122          |
| Productive Workers                                   | 63 719         | 74 802         | 103 586        | 121 715        | 132 295        | 117 609        | 120 647        |
| Others   | 3              | 996            | 3 906          | 10 613         | 494            | 1 645          | 2 753          |

Source: POEA, 2010

According to the POEA, from 2007 to 2011, there were a total of 60,909 nurses, 5,539 physical and occupational therapists, 1,075 medical doctors and 530 pharmacists that had been deployed for overseas employment ("POEA Statistics", 2007-2011). Nurses remained as the health professional occupation with the most number of deployed OFWs. In 2010, 12,431 newly hired nurses were deployed to different destination countries. Table 2 shows the number of deployed nurses by top ten destinations.

**Table 2. Number of Deployed Nurses by Top Ten Destinations, New Hires, 2004 -- 2010, Philippines**

| Destination                      | 2004         | 2005         | 2006         | 2007         | 2008          | 2009          | 2010          |
|----------------------------------|--------------|--------------|--------------|--------------|---------------|---------------|---------------|
| <b>All Destinations -- Total</b> | <b>8 879</b> | <b>7 768</b> | <b>8 528</b> | <b>9 004</b> | <b>12 618</b> | <b>13 465</b> | <b>12 431</b> |
| 1. Saudi Arabia                  | 5 926        | 4 886        | 5 753        | 6 633        | 8 848         | 9 965         | 8 771         |
| 2. Singapore                     | 166          | 149          | 86           | 276          | 667           | 745           | 723           |
| 3. United Arab Emirates          | 250          | 703          | 796          | 616          | 435           | 572           | 478           |
| 4. Libya                         | 10           | 23           | 158          | 66           | 104           | 276           | 417           |
| 5. Kuwait                        | 408          | 193          | 354          | 393          | 458           | 423           | 409           |
| 6. United Kingdom                | 800          | 546          | 145          | 38           | 28            | 165           | 350           |
| 7. Qatar                         | 318          | 133          | 141          | 214          | 245           | 133           | 294           |
| 8. Taiwan                        | 6            | 367          | 273          | 174          | 231           | 202           | 252           |
| 9. Jordan                        | 120          | 2            | 38           | 27           | 51            | 66            | 112           |
| 10. Bahrain                      | 46           | 38           | 67           | 24           | 63            | 55            | 93            |

Source: POEA, 2010

Saudi Arabia remains to be the No.1 destination country with a total of 293,049 OFWs deployed in 2010. This was followed by United Arab Emirates, Hong Kong, Qatar and Singapore. Table 3 shows the number of deployed OFWs by destination countries.

**Table 3. Number Of Deployed Land-Based Overseas Filipino Workers by Top Ten Destinations, New Hires and Rehires, 2004-2010, Philippines**

|                                  | 2004           | 2005           | 2006           | 2007           | 2008           | 2009             | 2010             |
|----------------------------------|----------------|----------------|----------------|----------------|----------------|------------------|------------------|
| <b>All Destinations -- Total</b> | <b>704 586</b> | <b>740 360</b> | <b>788 070</b> | <b>811 878</b> | <b>974 399</b> | <b>1 092 162</b> | <b>1 123 676</b> |
| 1. Saudi Arabia                  | 188 107        | 194 350        | 223 459        | 234 419        | 275 933        | 291 419          | 293 049          |
| 2. United Arab Emirates          | 68 386         | 82 039         | 99 212         | 120 657        | 193 810        | 196 815          | 201 214          |
| 3. Hong Kong                     | 87 254         | 98 693         | 96 929         | 59 169         | 78 345         | 100 142          | 101 340          |
| 4. Qatar                         | 21 360         | 31 421         | 45 795         | 56 277         | 84 342         | 89 290           | 87 813           |
| 5. Singapore                     | 22 198         | 28 152         | 28 369         | 49 431         | 41 678         | 54 421           | 70 251           |
| 6. Kuwait                        | 36 591         | 40 306         | 47 917         | 37 080         | 38 903         | 45 900           | 53 010           |
| 7. Taiwan                        | 45 059         | 46 737         | 39 025         | 37 136         | 38 546         | 33 751           | 36 866           |
| 8. Italy                         | 23 329         | 21 267         | 25 413         | 17 855         | 22 623         | 23 159           | 25 595           |
| 9. Bahrain                       | 8 257          | 9 968          | 11 736         | 9 898          | 13 079         | 15 001           | 15 434           |
| 10. Canada                       | 4 453          | 3 629          | 6 468          | 12 380         | 17 399         | 17 344           | 13 885           |

Source: POEA, 2010

With the increasing demands for Filipino health professionals and skilled workers, the Philippines continuously aims to strengthen the employment services for migrant workers (Figure 2). The following describes the national and organizational policies and programmes of the government that underlies the management of migration in the country.

## Policies Governing Labour Migration in the Philippines

### Presidential Decree No. 442 -- Labor Code of the Philippines

In 1974, under the Presidential Decree No.442, a labour code was promulgated in the Philippines. The Labor Code of the Philippines provided a section under article 13(f) contemplating on illegal recruitment. Illegal recruitment is defined as “any act of canvassing, enlisting, contracting, transporting, utilizing, hiring, or procuring workers and includes referring, contract services, promising or advertising for employment abroad, whether for profit or not, when undertaken by a non-licensee or non-holder of authority,” (“An act amending Republic Act No. 8042,” 2010). Certain provisions were amended by EO 126, which strengthens the functions of the government in overseas employment in partnership with the different government institutions and private sectors, which is also directed towards providing better overseas employment processes.

## Magna Carta for Migrant Workers and Overseas Filipinos

### Republic Act 8042

Republic Act 8042 (RA 8042), otherwise known as the “Magna Carta for Migrant Workers and Overseas Filipinos”, is the base policy for labour migration in the Philippines. It was put into law in 1995, after issues arose from the lack of regulatory law that provides protection for overseas workers against human right violations, and the lack of support and privileges from the government. This law was then amended in 2007 with the first amendatory law, Republic Act no. 9422, repealing RA 8042 sections 29 and 30 on deregulation, improving the regulation system of government to cope with the increasing demand of overseas Filipino workers. This law set up a licensing system for private sectors, as well as giving the POEA the function to: disseminate information; educate migrant workers not only of their rights as workers but also of their rights as human beings; instruct and guide workers on how to assert their rights; and provide the available mechanism to redress violation of their rights (“An act to strengthen the regulatory functions of the Philippine Overseas Employment Administration (POEA),” Amending RA 8042, 2006).

### Republic Act 10022

Republic Act 10022 (RA 10022) became law on 6 May 2010, amending RA 8042. This is the second amendatory law. The first law, Republic Act 9422 of 2007, repealed RA 8042 sections 29 and 30 on deregulation. The new law added a provision on mandatory insurance for migrants deployed by recruitment and manning agencies. RA 10022 emphasizes that overseas Filipino workers will only be deployed in countries “where the rights of Filipino migrant workers are protected”. (“An act amending Republic Act No. 8042,” 2010). The Department of Foreign Affairs (DFA) is the government’s pillar in formulating and implementing policies and programmes protecting the rights and welfare of overseas Filipinos, even providing legal and consular assistance. The department shall establish close linkages with the Department of Labor and Employment (DOLE), the POEA, the OWWA and other government and non-government agencies to facilitate effective coordination. Moreover, the DFA shall issue a certification to the POEA, specifying therein the pertinent provisions of the receiving country's labour/social law, or the convention/declaration/resolution, or the bilateral agreement/arrangement that protect the rights of migrant workers. It also has provision prohibiting illegal recruitment. Victims of illegal recruitment are also provided with free legal assistance. The establishment of a national reintegration centre for overseas Filipino workers was also achieved. It was created under the DOLE for returning Filipino migrant workers and provides a mechanism for their reintegration back into Philippine society. It will serve as a promotion house for their local employment and tap their skills and potentials for national development (RA 10022, 2010).

## Government Organizations on Labour Migration

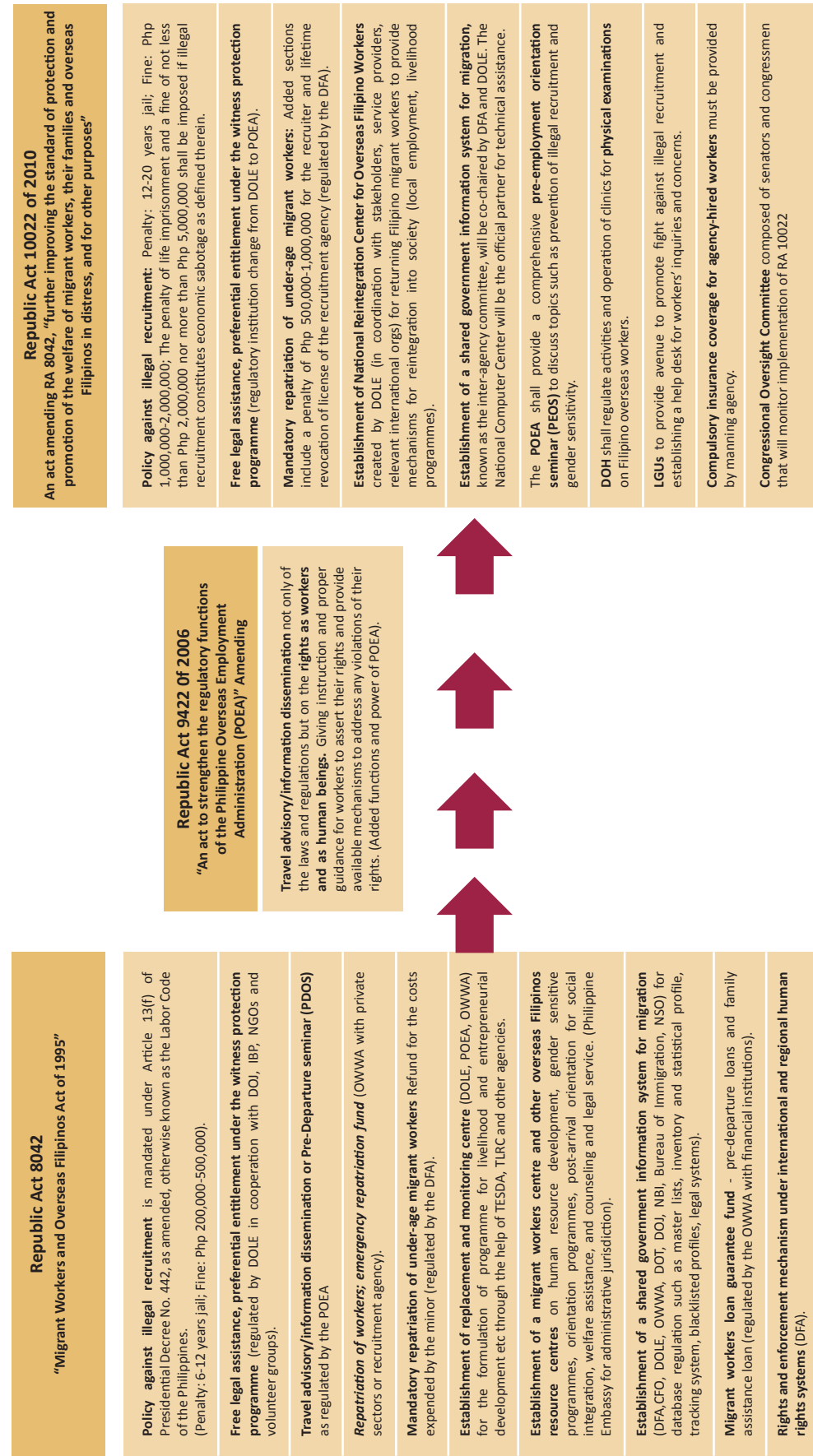
As a result of the enactment of the aforementioned policies, several government agencies were established to specifically address the needs of migrant workers through services that they were mandated to provide. Cited as best practices in migration management globally, the establishment of these agencies signified the implicit policy of the Philippine government to encourage migration, while providing safeguards for Filipino migrants.



### Department Of Labor and Employment (DOLE)

Under executive order No.126 “Labor Code of the Philippines” section 16, DOLE was mandated with the provision of, “supervision, monitoring and reporting of the activities of the Philippine overseas labour officers assigned in different countries...” The Migrant Workers Act of 1995 placed DOLE as the over-all coordinator of the programmes and services of the OWWA and the POEA. This role was strengthened by EO 446 of 2005, tasking the secretary of labour and employment to oversee and coordinate the implementation of various initiatives for overseas Filipino workers. As the RA 8042 was amended by RA 10022 in 2012, DOLE’s functions were redefined, giving the POEA the chair on providing legal assistance to overseas Filipino workers. DOLE serves programmes in partnership with various government and non-government organizations. Among these services are reintegration programmes with the National Reintegration Center for Overseas Filipino Workers (NRCO), and monitoring and providing labour attaches for Philippine Overseas Labor Offices (POLOs). DOLE also helps in the establishment of re-placement and monitoring centres along with POEA and OWWA for the formulation of programmes for livelihood and entrepreneurial development.

Figure 1. Timeline of National Policies Governing Migration Services in the Philippines, ILO-DWAB, 2012



## Philippine Overseas Employment Administration (POEA)

The POEA is an agency of the government of the Philippines responsible for promoting the benefits of the country's overseas employment programme. It is the main government agency assigned to monitor and supervise private recruitment agencies in the Philippines. According to RA 10022 of 2010, the roles and responsibilities of POEA include:

- regulate private sector participation in the recruitment and overseas placement of workers by setting up a licensing and registration system;
- formulate and implement, in coordination with appropriate entities concerned, when necessary, a system for promoting and monitoring the overseas employment of Filipino workers, taking into consideration their welfare and the domestic manpower requirements;
- responsible for the regulation and management of overseas employment from the pre-employment stage, securing the best possible employment terms and conditions for overseas Filipino workers, and taking into consideration the needs of vulnerable sectors and the peculiarities of sea-based and land-based workers;
- inform migrant workers not only of their rights as workers but also of their rights as human beings, instruct and guide the workers how to assert their rights, and provide the available mechanism to redress violation of their rights;
- implement, in partnership with other law-enforcement agencies, an intensified programme against illegal recruitment activities. For this purpose, the POEA shall provide comprehensive PEOS that will discuss topics such as prevention of illegal recruitment and gender-sensitivity;
- provide continuing agency education and agency performance evaluation/ranking and classification system (pre-application orientation seminars), labour market fora, and seminar on best recruitment practices;
- implement comprehensive case management programme;
- facilitate employment ;
- mapping and profiling global OFW;
- implement incentive programme for victims and witnesses of illegal recruitment; and
- provide on-site remedies to OFW to file complaints against employer or agency (at POLOs).

## Overseas Workers Welfare Administration (OWWA)

The OWWA is an attached agency of the DOLE). It is the lead membership welfare institution that serves the interest and welfare of member OFWs. The OWWA develops and implements responsive programmes and services while ensuring fund viability towards the protection of the interest and promotion of the welfare of its member OFWs. OWWA commits to a fund stewardship that is transparent, judicious, and responsive to the requirements of member OFWs.

OWWA provides the Filipino migrant worker and their family all the assistance they may need in the enforcement of contractual obligations by agencies or entities and/or by their principals. It formulates and implements welfare programmes for overseas Filipino workers

and their families while they are abroad, and upon their return. Furthermore, it ensures the awareness by overseas Filipino workers and their families of these programmes and other related governmental programmes.

Services and programmes rendered by the OWWA include the following:

- insurance and health-care programme (social security services);
- education and training programmes: Education for Development Scholarship Programme (EDSP); Skills-for-Employment Scholarship Programme (SESP); Seafarer's Upgrading Programme (SUP); DOLE-OWWA Tulay Microsoft Project; Tuloy-Aral Project;
- Family welfare and assistance programmes: Repatriation Programme; Reintegration Programme (OFW family circles); OWWA-NLSF LDPO Project (a joint undertaking with the National Livelihood Support Fund -- NLSF); OFW Groceria Project; and
- Workers' assistance and on-site services: PDOS; conducting psycho-social counseling and conciliation services; and medical and legal assistance.

## Commission on Filipinos Overseas (CFO)

The CFO is one of the Philippines' premier institutions in promoting policies, programmes, and projects with migration and development as a framework for the strengthening and empowerment of Filipino communities overseas. It envisions a community of well-respected and proudly competitive overseas Filipinos who contribute significantly to the productivity and well-being of the countries where they reside or work, while maintaining strong political, economic, and cultural ties with their homeland.

The CFO's main functions are:

- policy development and data banking: provide advice and assistance to the President and the Congress of the Philippines in the formulation of policies concerning or affecting Filipinos overseas;
- migrant social and economic integration: formulate, in coordination with agencies concerned, an integrated programme for the promotion of the welfare of Filipinos overseas for implementation by suitable existing agencies;
- Filipino education and heritage: serve as a forum for preserving and enhancing the social, economic, and cultural ties of Filipinos overseas with the Philippines;
- all-Filipino unity and national development: provide liaison services to Filipinos overseas with appropriate government and private agencies in the transaction of business and similar ventures in the Philippines; and
- legal assistance (human trafficking).

## Department of Foreign Affairs (DFA)

As reflected in their vision statement, the DFA is the prime agency of government responsible for the pursuit of the State's foreign policy and the nerve centre for a foreign service worthy of the trust and pride of every Filipino. The DFA enters into bilateral, regional and multilateral agreements or arrangements with other countries, in coordination with other government agencies, to promote the interest of the Philippines and Filipinos overseas.



In 1991, the "Philippine Foreign Service Act of 1991" Republic Act (RA) 7157 created the DFA to function as the over-all coordinating body in, "...policy guidance in the formulation of effective overseas information and communications strategies to ensure better understanding of Filipino values, culture and institutions overseas (Sec. 60)".

The Office of the Undersecretary for Migrant Workers Affairs (OUMWA) provides legal and consular assistance and services such as:

- rendering legal assistance to OFWs in distress;
- assisting migrant workers and overseas Filipinos in cases such as detention, unpaid salaries, financial support for next-of-kin and location of whereabouts of missing relatives;
- facilitating claims and benefits (death benefits/ money claims, shipment of personal effects of deceased);
- repatriating illegal or over-staying Filipinos, Filipinos covered by amnesty and regularization programmes, deported Filipinos; and
- pursuing the negotiation of bilateral, regional and multi-lateral agreements to provide protection for Filipino migrant workers.

## Philippine Regulatory Commission

As mandated by RA8042 "Migrant Workers and Overseas Filipinos act of 1995", a memoranda of agreement (MOA) with the Department of Education, Commission on Higher Education and the POEA, required professionals to secure a valid and updated Professional Regulation Commission (PRC) identification card and certificates of registration for employment purposes. Professional workers are required to submit proof of having completed requisite courses from the Commission on Higher Education (CHED). In instances where a license is required to practice a profession, such as for nurses and architects, the worker must show proof of having passed the required licensure examination from the PRC.

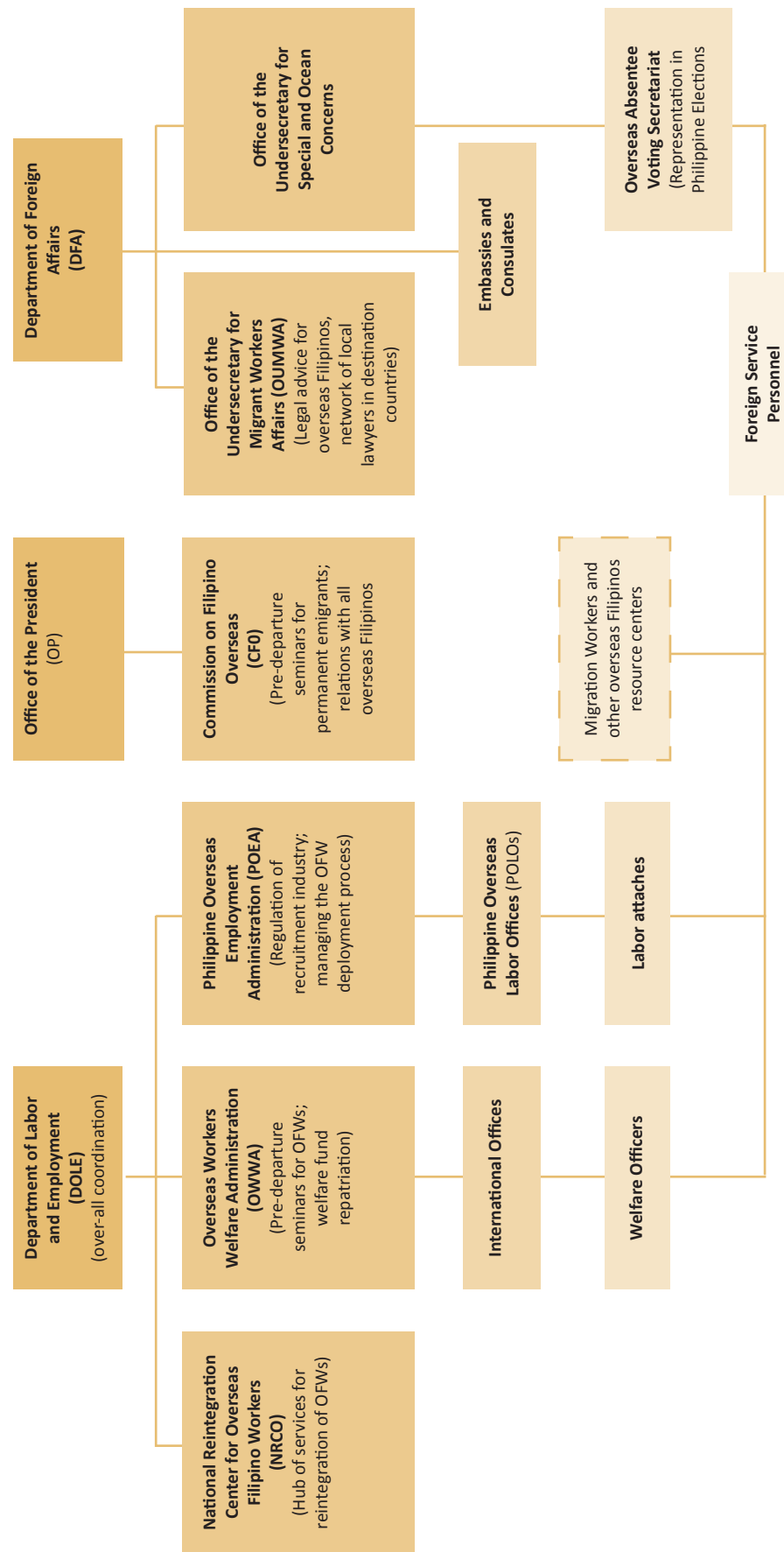
## Philippine Health Insurance Corporation (PhilHealth)

PhilHealth was passed into law through the Philippine Medical Care Act of 1969 (RA 6111), and updated via the National Health Insurance Act of 1995 (RA 7875). It was first introduced to overseas workers through the issuance of EO No. 195 of 1994, providing a medical care programme to Filipino overseas contract workers and their dependents. In 2003, executive order 182 transferred Medicare funds and Medicare functions of the OWWA to PhilHealth (amending for the purpose executive order no. 195). The programme transfer completed the consolidation of different Medicare programmes separately administered by the government service insurance system for public sector workers, and the social security system for those in the private sector. As the migrant worker's act of 1995 was fully amended in 2012 by RA 10022, a provision stated the, "...compulsory insurance coverage for agency-hired workers (PhilHealth included) ..."

The creation of the Overseas Workers Program (OWP) covers all land-based overseas Filipino workers whose jobs are covered by appropriate job contracts with overseas-based employers. Under PhilHealth, the insurance coverage includes the employees' welfare and their family, with expanded and more responsive health care benefits.



Figure 2. Philippine Government Institutions Managing Migration



Adapted from: Ruiz, N. G., "Managing migration: Lessons from the Philippines", Migration and Development Brief 6 (Migration And Remittances Team - Development Prospects Group, The World Bank, August 2008). [www.worldbank.org/prospects/migrationandremittances](http://www.worldbank.org/prospects/migrationandremittances)

## A. Services for Filipino Migrant Workers Pre-departure Services

### I. Pre-Employment Orientation Seminar (PEOS)

The POEA was tasked by the government under RA 10022 to provide comprehensive PEOS that will discuss topics such as prevention of illegal recruitment and gender sensitivity. It is part of the intensified programme of the government against illegal recruitment activities. PEOS is conducted to provide information on labour and employment conditions, migration realities and other facts on overseas employment, and to adequately prepare participants into making informed and intelligent decisions about overseas employment. POEA has conducted PEOS in schools, tapped local government units (LGUs) through the Public Employment Service Office (PESO), conduct PEOS prior to or during jobs fair, conduct PEOS in regions through DOLE regional offices, and develop country-specific information materials for PEOS. As of 2004, ten country specific modules (Italy, Singapore, Libya, Taiwan-China, the United Kingdom, Saudi Arabia, South Korea, Kuwait, Hong Kong-China, and Iraq) were developed ("Philippine Overseas Employment Administration," 2012).

The structure of the PEOS module developed by POEA is presented in Table 4.

**Table 4. Pre-Employment Orientation Seminar Module, POEA**

| TOPIC                         | OBJECTIVES  | CONTENT   | METHODOLOGY   | TIME ALLOTMENT          |
|-------------------------------|---|---|---|-------------------------|
| Overview of the programme     | To set the minds of the participants on what to expect from the seminar.<br>To orient the participants on the flow of the seminar, as well as the activities to be undertaken throughout the three-hour orientation | <ul style="list-style-type: none"> <li>Objectives</li> <li>Activities and expectations</li> </ul>   | <ul style="list-style-type: none"> <li>Mini lecture</li> </ul>  | Ten minutes             |
| Handa Ka Ba? (are you ready?) | To enhance the awareness of prospective OFWs on the harsh realities of overseas employment  | <ul style="list-style-type: none"> <li>A 23-minute AVP showing the sad stories and experiences of household workers, their ordeals of abuses and maltreatment</li> <li>Testimonials on the harsh realities of the market, particularly on the vulnerable groups that would cover</li> </ul> | <ul style="list-style-type: none"> <li>Video presentation</li> <li>Testimonial</li> <li>Panel discussion</li> <li>Open forum</li> </ul> | One hour and 30 minutes |

| TOPIC   | OBJECTIVES   | CONTENT  | METHODOLOGY  | TIME ALLOTMENT |
|---|--|--|--|----------------|
|   |  | the social, emotional, cultural and legal difficulties, among others   |  |                |
| KilalaninAng Illegal recruiter (know your recruiter)  |  | <ul style="list-style-type: none"> <li>• Modus operandi of illegal recruiters</li> <li>• Tips on how to avoid illegal recruitment</li> <li>• How to detect/ identify illegal recruiters</li> </ul>   | <ul style="list-style-type: none"> <li>• Play audio presentation (listening on the drama. Presentation of IR victims)</li> <li>• Lecture</li> <li>• Testimonial from an IR victim</li> </ul> | 40 minutes     |
| Ang Paglalahad ng Saloobin (relate personal feelings) | <ul style="list-style-type: none"> <li>• To create awareness on the various forms of illegal recruitment and ways to avoid being victimized</li> <li>• To relate learning with personal decisions</li> </ul> | <ul style="list-style-type: none"> <li>• A reflection exercise with guide questions for the participants to articulate their interest in pursuing work abroad, despite the testimonies made by the panel of resource persons highlighting their experiences</li> </ul> | <ul style="list-style-type: none"> <li>• Pencil and paper approach where the audience will be required to put in writing their answers</li> </ul>  | 30 minutes     |
| Synthesis/ closing                                    | <ul style="list-style-type: none"> <li>• To empower the participants to make information and value-based decision on employment options</li> </ul>   | <ul style="list-style-type: none"> <li>• Advertise the 24-hour hotline of POEA and encourage everyone to help the government in our fight against illegal recruitment, and be intelligent in their decisions</li> </ul>  | <ul style="list-style-type: none"> <li>• Parting words with a lasting impact for the audience</li> </ul>   | Ten minutes    |

## II. Pre-Departure Orientation Seminar (PDOS)

PDOS serves as a “primer” for Filipinos set to work in a foreign country (“Education and Training Benefits,” 2012). It provides critical information regarding overseas employment. This enables OFWs to be prepared of what to expect in their destination countries. The goal of PDOS is to enable Filipino migrant workers to “proactively access information before they need it,” (Dinglasan, 2012). The three agencies that conduct PDOS are the POEA, OWWA and CFO. In 2011, a Joint Circular Order No. 1 series of 2011 was issued by the DOLE and POEA, transferring the management and conduct of PDOS to the OWWA (“Joint Circular Order No. 1 series of 2011”, 2011).

The PDOS is an eight-hour compulsory seminar for OFWs. It was first put into operation in 1983 to address difficulties of OFWs in adapting or adjusting to the work environment, as well as to the culture of their country of destinations, with its primary objective of providing OFWs with the “means to cope with their new work environment”. (“Pre-Departure Orientation Seminar,” 2012).

PDOS was created in compliance with the following memorandum circulars (MCs) and Memorandum of Instructions (MOIs) (“Pre-Departure Orientation Seminar,” 2012):

- POEA MC No. 3, Series of 1983 -- enabling policy that made PDOS a compulsory requirement for all departing OFWs.

In 1983, the content of PDOS was limited to six topics, as specified in MC No. 3, Series of 1983, namely:

- 1) code of discipline and obligation of OFWs (family responsibilities, taxes, remittances, etc.);
- 2) terms and conditions of employment (contract);
- 3) the job site or the vessel (for sea-based);
- 4) the host country’s social, religious, economic, legal and political background;
- 5) government services to workers overseas; and
- 6) travel tips.

- POEA MC No. 2, Series of 1992 -- authorizing accredited NGOs to conduct PDOS for disadvantaged contract workers
- POEA-OWWA Circular No. 4, Series of 2002, and Department Order No. 25-02, Series of 2002 -- transferring PDOS from POEA to OWWA.
- MOI No. 13, Series of 2003 -- setting the policies and guidelines for managing the PDOS.

A study conducted by Scalabrini Migration Center on PDOS in 1992 suggested that the conduct of PDOS was substandard in terms of proper implementation and assessment. Participants in the study on pre-departure information programmes for Filipina migrant workers said that a lot of migrants simply pay the fee for the seminar but do not attend, and instead pay the fee for the certificate required from the seminar. It has become an income-generating activity for accredited agencies and the promotion of safe and legal recruitment process was not reflected. This is due to the time the seminar was taken, which is a few weeks prior to departure. This

left workers uninformed or even unable to protect themselves from illegal recruitment and its kind. Hence, most participants of the study supported the recommendation of having an information dissemination seminar before employment abroad, which is prior to PDOS. (Fabio and Taguinod, 2004).

### III. Remittances Education

Bangko Sentral ng Pilipinas (BSP) is the only agency that provides remittances education to OFWs. It also aims to improve the OFWs' remittance environment by enhancing transparency of the remittance market, improving access to financial services, promoting efficient transfer of funds, encouraging OFWs and their families to increase savings and investments, and promoting financial learning among OFs and their beneficiaries. Financial learning campaigns are conducted through lectures and multimedia presentations about the "importance of remittances, financial planning, rewards and risks associated with various financial instruments, and ways to protect remittances and savings." ("Overseas Filipino Workers," 2012).

### IV. Social Security System (SSS)

As stipulated in its charter, the SSS is mandated to provide meaningful protection to members and their beneficiaries against the hazards of old age, disability, death, sickness, maternity and other contingencies resulting in loss of income or financial burden, through a sound and viable social security system (ASEAN Social Security Association, 2004).

Beginning in 1996, the SSS extended their service to employees including Filipino overseas workers. The Social Security Law states that: "Filipinos recruited by foreign-based employers for employment abroad may be covered by the SSS on a voluntary basis." (RA 8282 of 1996, "An act further strengthening the Social Security System thereby amending for this purpose Republic Act No. 1161, as amended, otherwise known as the Social Security Law").

As stated in the OWWA's omnibus policies, social services and family welfare assistance is part of the services offered by the agency. Part of this service is the repatriation programme, wherein OWWA members shall be repatriated and provided with services needed. ("Overseas Workers Welfare Administration Omnibus Policies," 2003).

In pursuant of Executive Order No. 182, OFWs and their families are covered by the National Health Insurance Program ("Transferring the medicare funds ... 1994," 2003).

The SSS defines OFW membership as encompassing all categories of Filipino workers abroad, to include:

- those recruited by foreign-based employers for overseas employment;
- those having a source of income in a foreign country; and
- those residing permanently abroad.

OFW members have the advantage of a second layer of income protection unlike local SSS members. Pursuant of this privilege, SSS launched in July 2001 the Flexi-fund Program for OFWs -- a voluntary contribution scheme offered on top of its regular social insurance programme. The programme gives OFWs the opportunity to set aside a portion of their income abroad

and maximize the returns on their investments to meet future needs, thus supplementing their regular SSS benefits. With up-to-date payment of SSS contributions, OFW members may also avail of loans for house construction or the purchase of a residential unit. This is the institution's direct lending facility for the socialized or low-cost housing of OFWs.

## V. Recruitment Services

Among its roles stated above, the POEA also oversees recruitment services. "In the recruitment and placement of workers to service the requirements for trained and competent Filipino workers of foreign governments and their instrumentalities, and such other employers as public interests may require, the Administration shall deploy only to countries where the Philippines has concluded bilateral labour agreements or arrangements", (RA 10022, 2010). POEA is the only agency that can accredit private recruitment agencies. Potential migrant worker can visit the POEA to check if the recruitment agency they are dealing with is legal. The POEA also has an anti-illegal recruitment branch, which has prosecutor lawyers ready to assist victims of any wrongdoing. (RA 10022, 2012).

## VI. Legal Assistance

The POEA, OWWA and CFO provide legal assistance to migrant workers in times of need, especially during situations where violations happened in destination countries. In Section 8 of Republic Act No. 10022, the anti-illegal recruitment branch of the POEA shall provide free legal assistance for the victims. This is in cooperation with the Department of Justice, the Integrated Bar of the Philippines, and other non-governmental organizations and volunteer groups. A total of Php 100,000,000 will be allotted for the legal assistance fund. The fund shall be used exclusively in provision of legal services to Filipino migrant workers facing charges, or those filing cases against abusive employers. The fund is also used to pay bail bonds and other litigation expenses. (Section 18, RA 10022, 2010).

The CFO has developed "global legal assistance and advocacy" (GLADD) with a goal to establish networks of legal experts that will voluntarily assist OFW victims of illegal recruitment and abusive injustices. GLADD programmes include "representation in courts and other tribunals, drafting and filing of legal documents, legal counseling, providing a forum for advocacy, and lobbying efforts aimed at advancing the interests of overseas Filipino communities". ("Global legal assistance and advocacy," 2012).

## VII. Monitoring Centres

### *Philippine Overseas Labor Offices (POLOs)*

The primary functions of the POLOs are to:

- ensure adequate protection for Filipino workers through verification of employment documents and job orders, and policy recommendations;
- provide on-site assistance to OFWs with labour and welfare cases;
- seek new employment opportunities for Filipino job seekers by regularly gathering

information and conducting labour market research on overseas manpower requirements; and

- promote the overall welfare of Filipino workers through socio-cultural activities and programmes that will help them re-integrate into Philippine society.

As advocated by the Philippine embassies, POLOs are an integral part of the “one country team” that act as the operating arm enforcing policies and programmes of the DOLE on international affairs. There are 39 offices in 30 countries in Asia, the Middle East, the United States and Europe.

### **VIII. Absentee Voting**

The Overseas Absentee Voting Secretariat (OAVS) is the primary instrumentality of the DFA to direct, coordinate and oversee the implementation of the Republic Act 9189 of 2003, “an Act providing for a system of overseas absentee voting by qualified citizens of the Philippines abroad, appropriating funds”. Under the DFA Order No. 06-03, the DFA-OAVS Secretariat is tasked to “direct, coordinate, and oversee” the participation of the DFA in the implementation of the Overseas Absentee Voting Act. Moreover, their mission is to inform and educate overseas Filipinos regarding overseas absentee voting, to enable them to exercise their right of suffrage, and to undertake continuous voter education and registration towards the conduct of honest, orderly and peaceful elections overseas. (Overseas Absentee Voting Secretariat, 2003).

## **B. Return Services**

### **I. Reintegration Services**

As part of the ILO’s legal instruments recommendation, member countries should include reintegration services in their legislation. The Philippines added section 10 of the Republic Act 10022 that states the establishment of the NRCO. NRCO was created under the DOLE with a purpose of serving as a “promotion house” for the local employment of returning migrant workers.

The NRCO has the following functions in accordance with Republic Act 10022 (adopted from Section 10 of the Act):

- develop and support programmes and projects for livelihood, entrepreneurship, savings, investments and financial literacy for returning Filipino migrant workers and their families in coordination with relevant stakeholders, service providers and international organizations;
- coordinate with appropriate stakeholders, service providers and relevant international organizations for the promotion, development and the full utilization of overseas Filipino worker returnees and their potentials;
- institute, in cooperation with other government agencies concerned, a computer-based information system on returning Filipino migrant workers that can be accessible to all local recruitment agencies and employers, both public and private;
- provide a periodic study and assessment of job opportunities for returning Filipino migrant workers;

- develop and implement other appropriate programmes to promote the welfare of returning Filipino migrant workers;
- maintain an internet-based communication system for online registration and interaction with clients, and maintain and upgrade computer-based service capabilities of the NRCO;
- develop capacity-building programmes for returning overseas Filipino workers and their families, implementers, service providers, and stakeholders; and
- conduct research for policy recommendations and programme development.

NRCO also has a P+ Programme Framework that has the following services:

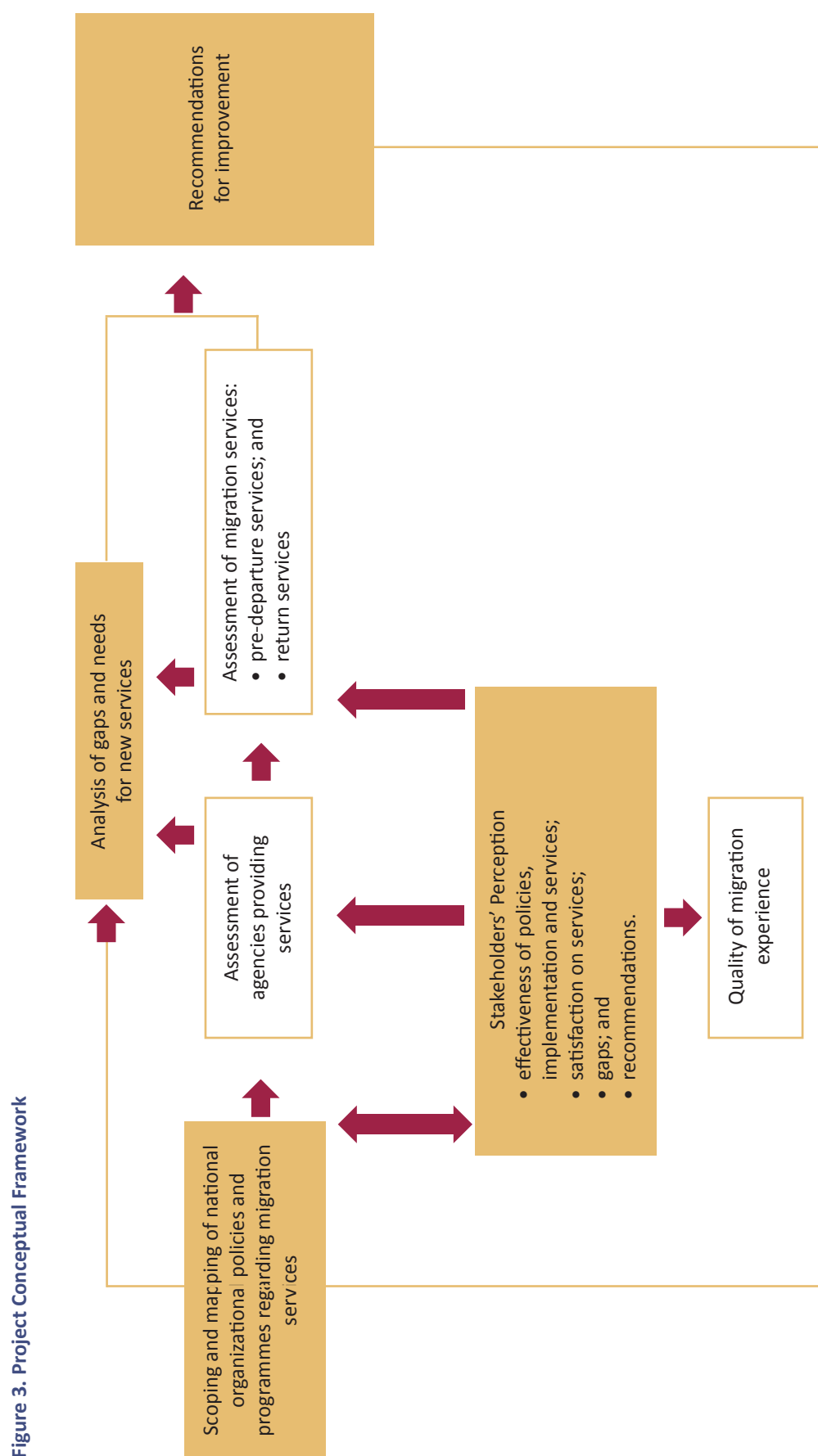
1. pagpapayo (reintegration advocacy);
2. pagsasanay (basic skills training, upgrading and retooling);
3. paghahanapbuhay (job search assistance); and
4. pagnenegosyo (economic, social enterprise development).

Aside from the NRCO, OWWA also has its own reintegration programme, which is composed of two components: 1) psychosocial, which includes family counseling and OFW family circles; and 2) economic, which includes loan programmes, skills training and social preparation for livelihood projects (Orbeta, Abrigo, & Cabalfin, 2009).

The DOLE, the OWWA and the POEA are in charge of formulating programmes that would motivate workers to undertake livelihood development. On the other hand, training agencies like the Technical Education and Skills Development Authority (TESDA) and the Technology Livelihood Resource Center (TLRC), will give priority to returning workers. ("An act amending Republic Act No. 6768," 2002).

A programme called DBP Overseas Filipino Workers Reintegration Program is jointly implemented by the OWWA and the Land Bank of the Philippines. The objective of the programme is to provide a credit facility for OFWs and their family who wanted to start micro businesses or fund existing small and medium enterprises. The programme provides lower interests rates, a longer grace period on repayments and security provisions.





## Methodology

This research project espoused an inquiry that utilized a descriptive-analytic design. Assessment of services offered for Filipino health professional migrant workers were done through literature review, followed by interviews with stakeholders and migrant workers. Services were assessed using the process and output evaluation. Primary data consisted mostly of qualitative data derived through two main methods of deriving responses from multiple stakeholders. Numerous interviews, either one-on-one with key informants or focus group discussions were conducted before an accurate, meaningful, and valid assessment of the services for Filipino skilled migrant workers. Facts, perceptions, and opinions were gathered from all possible key stakeholders that were later triangulated. Data gathered were analyzed through matrix analyses on policy, stakeholders, services and activities on migration to identify the gaps and be able to come up with substantial meaningful conclusions and recommendations.

The project started with the first level of assessment, involving policy scoping and mapping of international and domestic policies impacting migrant services. This process also included extensive literature and records review of programmes and activities of involved key stakeholders including service providers and regulators through reviewing official agency websites, publications, reports, records and documents.

Key informant interviews of selected stakeholders and health professional groups were conducted, which provided information on how the policies are being implemented and how services are provided. The major stakeholders were initially identified in delivering services for migrant workers. Initial list of services and providers were also provided by the ILO-DWAB Project team. These are the national government agencies as recognized in the policies for the migrant workers. Non-government sector were also included, with representatives from professional organizations, recruitment agencies, advocacy groups and trade unions.

Focus group discussions of migrants, potential migrants and returning migrants were conducted. Their perspective -- of how they perceived the services in terms of being useful to improve the quality of their migration experience -- has been gained. Table 5 shows the method of inquiry utilized for the participants involved.

**Table 5. Distribution of Conducted Key Informant Interviews and Focus Group Discussions**

| Key Informant Interviews   | Focus Group Discussions   |
|--|---|
| <ul style="list-style-type: none"> <li>• Government agencies</li> <li>• Non-government agencies</li> <li>• Private recruitment agencies</li> <li>• Professional organizations</li> <li>• Ang Nars</li> <li>• Trade unions</li> </ul> | <ul style="list-style-type: none"> <li>• Government agencies</li> <li>• Returning health professional migrants</li> <li>• Potential health professional migrants</li> </ul> |

There are a total of 23 organizations interviewed involving 50 key informants. A total of 14 government and nine non-government organizations were interviewed. Table 6 shows the list of government and non-government organizations interviewed.

**Table 6. List of Government and Non-Government Organizations Interviewed**

| Government Organizations Interviewed   | Non-Government Organizations Interviewed   |
|--|--|
| <ol style="list-style-type: none"> <li>1. Philippine Overseas Employment Administration (POEA)</li> <li>2. Overseas Workers Welfare Administration (OWWA)</li> <li>3. Commission on Filipinos Overseas (CFO)</li> <li>4. Bangko Sentral ng Pilipinas (BSP)</li> <li>5. Land Bank of the Philippines (LBP)</li> <li>6. Technical Education and Skills Development Authority (TESDA)</li> <li>7. National Reintegration Center for OFWs (NRCO)</li> <li>8. Philippine Health Insurance Corporation (PhilHealth)</li> <li>9. Department of Foreign Affairs (DFA) <ul style="list-style-type: none"> <li>• Office of the Undersecretary For Migrant Workers (DFA-OUMWA)</li> <li>• Office of the Absentee Voting Secretariat (DFA-OAVS)</li> </ul> </li> <li>10. Social Security System (SSS)</li> <li>11. Pagtutulungan sa Kinabukasan: Ikaw, Bangko, Industriya at Gobyerno (Pag-IBIG)</li> <li>12. Professional Regulation Commission (PRC)</li> <li>13. Philippine Heart Center (PHC)</li> <li>14. Department Of Health (DOH) <ul style="list-style-type: none"> <li>• Health Human Resource Development Bureau (HHRDB)</li> </ul> </li> </ol> | <ol style="list-style-type: none"> <li>1. EDI Staffbuilders International, Inc.</li> <li>2. LBS Recruitment Solutions Corp.</li> <li>3. Philippine Nurses Association (PNA)</li> <li>4. Public Services Labor Independent Confederation (PSLINK)</li> <li>5. Philippine Government Employees Association (PGEA)</li> <li>6. Philippine Physical Therapy Association (PPTA)</li> <li>7. Philippine Pharmacists Association (PPhA)</li> <li>8. British Council (Philippines)</li> <li>9. Ang Nars</li> </ol> |

Four focus group discussions (FGDs) were conducted for Filipino health professional migrant workers, both potential and returning, and three FGDs for key stakeholders. FGDs with the health professional migrant workers were conducted to correlate the data gathered from the stakeholders.

Gathered data from different sources were transcribed, processed and analyzed through content analysis and organized into matrices that allowed comparison of patterns of service provision among migration service providers, and effectiveness of regulation by agencies. A

variety of methods of data collection and robust assessment of information on migrant services was done to sufficiently derive conclusions and recommendations on improving these services in the Philippines. The analysis included a process and output evaluation of current migrant services (see Figure 1).

A second level of assessment of key stakeholders was done associating the services with specific providers and then determining the processes used and what outputs or outcomes they report. Assessment of satisfaction with these services was derived. These stakeholders included selected professional groups and potential and returning migrants. These stakeholders were asked about their perception of satisfaction with migration services they have experienced. The project also explored reasons why some activities were carried out and how they affected outcomes related to the quality of migration experience.

Outputs of these interviews were analyzed in terms of how they correlated with information derived from secondary data from literature and records reviewed. All of these were necessary to be accomplished before triangulation of information was achieved and therefore assured validity and reliability of the data was derived.

A matrix showing the input, process and output of a service with the service providers was created, which evaluated and analyzed migration services provided by various government and non-government institution.

**Table 7. Analysis of Migration Services Input, Process, and Output, ILO-DWAB, 2012<sup>1</sup>**

| Service  |      |         | Organizations Involved |      |      |     |     |     |
|--|------|---------|------------------------|------|------|-----|-----|-----|
|  |      |         | CFO                    | OWWA | POEA | EDI | PNA | LBS |
| Overseas<br>Employment<br>Information Services | PDOS | Input   |                        |      |      |     |     |     |
|  |      |         |                        |      |      |     |     |     |
|  |      |         |                        |      |      |     |     |     |
|  |      |         |                        |      |      |     |     |     |
|  |      |         |                        |      |      |     |     |     |
|  |      |         |                        |      |      |     |     |     |
|  | PDOS | Process |                        |      |      |     |     |     |
|  |      | Output  |                        |      |      |     |     |     |
|  |      |         |                        |      |      |     |     |     |

Perceptions and feedbacks on the quality of the services they experienced during the migration process were gathered from the health professional migrant workers. These were consolidated, and along with secondary data coming from literature reviews that provided evaluation of the migration services, a matrix was created showing the mandate and the services provided for

<sup>1</sup> Consult Appendix 5: Analysis of Migration Services Input, Process, and Output (p. 35) for the details of the content of this matrix. The reader is advised to consult the detailed information it contains.

each organization interviewed and the recipient's feedback, as in Table 8 below. (See Appendix 3-A: *Organizational Analysis of Providers of Migrant Services in the Philippines -- Government Agencies*, p. 22).

**Table 8. Organizational Analysis of Providers of Migrant Services in the Philippines -- Government Agencies, ILO-DWAB, 2012**

| Stakeholders        |               | Mandate | Services Provided | Feedback<br><i>(Some of these were derived from ROLs and the rest were from interviews)</i> |
|---------------------|---------------|---------|-------------------|---|
| Type                | Organization  |         |                   |   |
| Government Agencies | BSP           |         |                   |   |
|                     | CFO           |         |                   |   |
|                     | DFA - OAV     |         |                   |   |
|                     | DFA - OUMWA   |         |                   |   |
|                     | DOH - HHRDB   |         |                   |   |
|                     | Land Bank     |         |                   |   |
|                     | NRCO          |         |                   |   |
|                     | OWWA          |         |                   |   |
|                     | Pag Ibig Fund |         |                   |   |
|                     | POEA          |         |                   |   |
|                     | PRC           |         |                   |   |
|                     | SSS           |         |                   |   |
|                     | TESDA         |         |                   |   |

Recommendations coming from the respondents were noted and grouped into stakeholder recommendations, policy recommendations and organizational recommendations. Table 9 shows recommendation for improvement and scaling-up provided by the involved government agencies for the existing migrant services. Another table was created for recommendations provided by the non-government agencies. (See Appendix 4-A: *Recommendations for Migrant Services Improvement and Scale-Up -- Government Agencies*, p. 31).

**Table 9. Recommendations for Migrant Services Improvement and Scale-Up - Government Agencies, ILO-DWAB, 2012**

| Stakeholders                 |               | Recommendations and Programs/Services to be scale-up |
|------------------------------|---------------|--|
| Type                         | Organization  |  |
| National Government Agencies | BSP           |  |
|                              | CFO           |  |
|                              | DFA - OAV     |  |
|                              | DOH           |  |
|                              | Land Bank     |  |
|                              | NRCO          |  |
|                              | OWWA          |  |
|                              | Pag Ibig Fund |  |
|                              | POEA          |  |
|                              | PRC           |  |
|                              | SSS           |  |
|                              | TESDA         |  |

The cohesiveness of the activities and outputs of every member of the team were guaranteed through regular coordination meetings. Members of the national technical and coordinating team of DWAB were also invited to these meetings to ensure that outputs were in synergy with the aims of the project.

To cover all data tasks, all members of the research team worked simultaneously within the two months of data collection. All data gathering procedures (interviewing and reviewing of pertinent records) were done in metro Manila. A round-table discussion was also conducted at the end of the data collection that involved representatives of all stakeholders previously interviewed. The discussion further validated the findings of the study, and other additional pertinent information relevant to the study was gathered through this activity.

## Limitations of the Study

This assessment is limited by its qualitative methodology. Other measures that may be used in the assessment are measures of impact such as the percentage of the target health professional groups reached by migration services or interventions, percentage of problems or needs met, and the efficient use of resources utilized by service providers to achieve favourable impact. These, however, were not considered due to data and time constraints.

During the conduct of the literature review, data was sought on the actual number of Filipino professional health workers being deployed and remitting money from abroad. Statistics are only limited to specific groups of health workers and a general group, wherein health workers are grouped together with skilled and technical workers.

The total number of interviews did not fulfill the ideal sampling number projected, gathering only the more pertinent representatives from the private sector for key informant interview. DOLE-International Labor Affairs Bureau (ILAB) and ABBA, a recruitment agency, were not able to interview. ABBA was replaced with EDI Staffbuilders International. Only four focus-group discussions were conducted with migrant health workers.

Ideally, the analysis should have consisted of a full evaluation of current services, but the resources available, including time and budget, did not allow a comprehensive evaluation. Therefore, it only focused on process and output evaluation of current services with minimal outcome.

## Findings

The findings are organized into sub-headings that reflect the flow of the analysis accomplished in this project. It starts with a historical perspective that looks at the evolution of policies and services for Filipino migrants, then goes on to describe the currently available services in terms of inputs, processes and outputs, and finishes up with the identification of gaps and issues.

### A. Evolution of Policies and Services for Filipino Migrants

Prior to the promulgation of the PD 442 or the Labor Code of 1974, the government had a very minimal role in regulating recruitment and deployment of Filipino overseas workers. In 1935, the DOLE established the National Labor Relations Commissions (NLRC), which mandated to adjudicate labour and manage disputes involving both local and overseas workers through compulsory arbitration and alternative modes of dispute resolution. In 1954, one of the provisions of the Social Security Act was the inclusion of foreign-based employees' coverage, but was limited only to a voluntary basis. In 1974 the Labor Code established the Overseas Employment Development Board (OEDB), which promoted "a systematic programme for overseas employment of Filipino workers".

The Welfare Fund (WELFUND) for overseas workers was provided in 1980 to provide protection and repatriation for Filipinos in distress. This was renamed through EO No. 126, which established the OWWA. The CFO was established in 1980 under the Office of the President, promoting policies, programmes, and projects with migration and development as a framework for the strengthening and empowerment of the community of Filipinos overseas. Throughout the decade, programmes initiated by the CFO's primary services included peer and guidance counseling and pre-departure orientation seminars for migrating Filipinos. One primary project promoted by the CFO since establishment is the Exchange Visitors Program (EVP).

In 1982, the POEA was established through Presidential decree No. 797, to focus on the regulation of recruitment and processing for deployment of overseas contract workers. An executive order, EO No. 297, was issued in 1987, allowing private recruitment agencies' participation in recruitment as regulated by the POEA. In 1991, the Philippine Foreign Service Act of 1991, or RA No. 7157, strengthened the functions of the DFA -- especially on provisions in assisting the migrants' need for legal assistance abroad. The Pag-IBIG Fund, the government's



housing loan authority, created the Pag-IBIG Overseas Programme in 1994, aimed to offer a voluntary-basis loaning mechanism catering for migrant workers. In 1994, a Medicare fund for OFWs under OWWA was established to further strengthen the protection and provide the welfare needs of migrant workers, especially those reported in distress.

While this made the migration process somewhat easier for Filipinos who sought employment and migration abroad, with the lack of a national policy on labour migration, migrant labourers became very vulnerable to human trafficking, illegal recruitment and other forms of recruitment abuse. Violation of human rights among overseas workers became common, and their welfare was inadequately addressed by the government due to the lack of governing policies established at that time.

Finally, a national policy on labour migration was enacted after a Filipina domestic helper in Singapore was charged with multiple murders and left unprotected by the Philippine Government due to absence of a binding law. This led to the creation of the “Magna Carta for Migrant Workers and Overseas Filipinos Act”, or RA 8042 of 1995, which aimed to better manage overseas migration. This endowed the government with the role of not only regulating the recruitment industry, but providing representation and protection for Filipinos abroad (RA8042, 1995). This migrant act addressed issues of overseas employment, established multi-agency involvement, and created more services for migrant workers.

Through this legislation, the Philippine Government was able to create a better institutional framework in regulating international migration. Key players in migration included government agencies with four main functions: (a) regulation of overseas recruitment; (b) managing deployment process; (c) representation and protection; and (d) recording mechanisms to obtain information about the country’s emigrants and overseas workers. The POEA provides regulation of overseas recruitment by authorizing license of private agencies and managing deployment process. OWWA is in the forefront of providing representation and protection for the overseas contract workers, along with the DFA, which provides specific legal assistance. The POEA and the CFO monitor the recording mechanisms that obtain information about the country’s emigrants and overseas workers. Another provision of the policy is the validation and certification of skills and professional licenses, which is assisted by the PRC. Skills training are also initiated by the TESDA for potential and returning migrants improve employment and work opportunities for them.

From RA 8042 of 1995, other policies were enacted by the different stakeholders from time to time, creating innovations and new programmes for migrant workers as the need for more specific interventions arose. Most of these were established in 2000, paving the way for greater opportunities in foreign employment.

SSS is a government agency that was established in 1954 and was mandated to provide a social security protection scheme for all Filipinos, including Filipino migrant workers in a non-mandatory or voluntary basis. In 2001, they launched the SSS flexi fund, a voluntary provident fund for overseas Filipino workers.

POEA and OWWA are working closely in managing the migration of Filipino workers, helping them to cope with the realities of a foreign-work environment through enhancing information





dissemination and education programmes. The POEA has a larger mandate, as it is the main institution supervising the deployment process. In 2002, a memorandum of agreement was signed by the two organizations to transfer the PDOS to OWWA as it focuses to further empower OFWs and their families, including the strengthening of its orientation scheme for deployable OFWs and OWWA members. (Circular Order No. 25, 2002).

The Medicare fund (1994), which was a mandatory medical protection welfare component of OWWA, was transferred to PhilHealth in 2003. Along with OWWA membership, which is a compulsory membership for contract workers, PhilHealth membership was mandated to have a compulsory membership programme for migrant workers (EO182, 2003).

Another initiative to maintain the sovereignty of votes and the people's rights to suffrage, the DFA launched Overseas Absentee Voting (DFA-OAVS) in 2003. Remittances have been progressively increasing as the demand for foreign employment increases. Due to this, the BSP was mandated to be the overall facilitator of remittances (Circular Order No. 522, 2006). From the primary services, the CFO expanded to also cater not only to emigrants, but also for overseas Filipino workers. Through the one-country team approach, it is also providing repatriation and global legal assistance to distressed Filipinos overseas. The CFO also led the Presidential Task Force Against Illegal Recruitment (EO 548-2006) and Against Human Trafficking (EO 548 A-2007). Heading the Presidential Task Force for NCLEX (EO 550-2006) was also assigned to the CFO.

To further strengthen migration policies, inclusion of new agencies and expansion of migrant services was observed with the increasing number of migrant workers deployed abroad. Republic Act No. 9422, "An act to strengthen the regulatory functions of the POEA" in 2006, repealed RA 8042 sections 29 and 30 on deregulation. This is the first amendment law for RA 8042 of 1995.

Later in 2010, the Pag-IBIG Overseas Program, which was first established in 1994 as voluntary membership coverage, was expanded to offer mandatory membership coverage to migrant workers prior to deployment abroad.

Republic Act 10022 of 2010, an Act amending RA 8042, "Further improving the standard of protection and promotion of the welfare of migrant workers, their families and overseas Filipinos in distress, and for other purposes", became law on 6 May 2010. The new decree added a provision on mandatory insurance for migrants deployed by recruitment and/or manning agencies. RA 10022 emphasizes that overseas Filipino workers will only be deployed in countries "where the rights of Filipino migrant workers are protected" (RA 10022, 2010), mandating the POEA and private recruitment agencies to ensure the inclusion of social security protection in employment contracts of the migrant workers. The POEA no longer holds the mandate on conducting PDOS, and was given the mandate to provide the PEOS, which focuses on promoting job opportunities and employment overseas, and campaigning against illegal recruitment. The Department of Health (DOH) was mandated to give pre-deployment health services and the SSS was mandated to provide a non-compulsory insurance coverage along with PhilHealth.

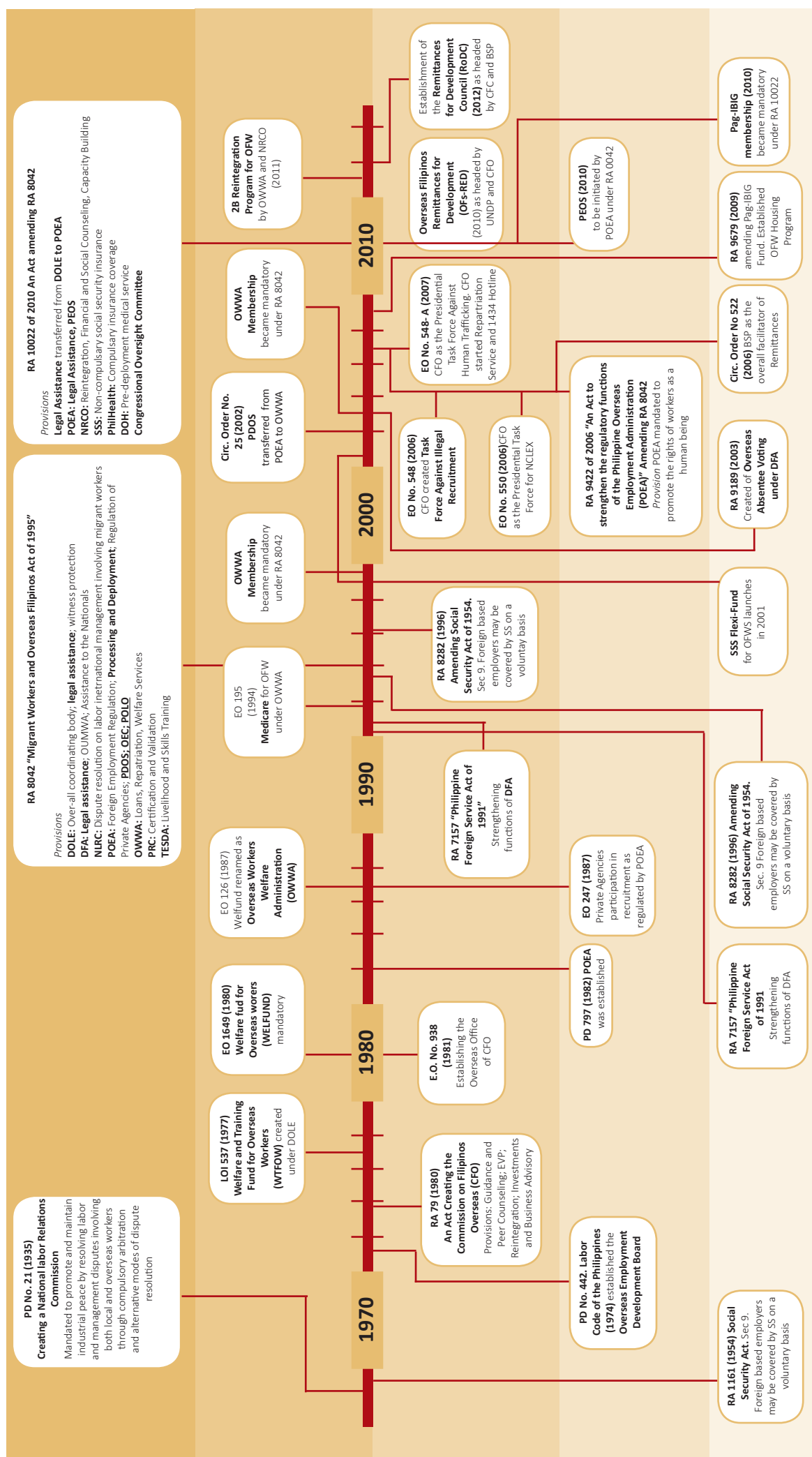
The latest focus on migration is the return and reintegration of advocacy. The NRCO is an attached agency of DOLE, which was mandated to serve as a “promotion house” for the local employment of returning migrant workers (RA 10022 of 2012). With the NRCO, the OWWA and the Land Bank of the Philippines also launched in 2011 the 2B Reintegration Program for OFWs. This is for returnees who want to avail bank loans to set up micro enterprises.

The CFO launched the Overseas Filipinos Remittances for Development (OFs-RED) in 2010 as funded by the United Nations Development Programme (UNDP), wherein government and non-government agencies collaborated together in promoting and implementing reintegration opportunities in the local government units in the form of bank investments, microenterprise and cooperatives. After two years of implementation in two local government units in the Philippines (Ilocos Norte and Taguig), the Remittance for Development Council (ReDC) was officially established.

The Commission on Filipino Overseas, together with BSP, headed the REDC, an advisory and policy-recommending body that organizes and enhances the channeling of individual and collective remittances for national and local development through local government unit partnerships, and the holding of consultative forums to discuss issues and concerns about remittances. REDC includes some migration-related government agencies, multilateral agencies, civil society groups, private companies and academe such as the National Economic and Development Authority (NEDA). The UNDP, Western Union Foundation, the Association of Bank Remittance Officers, Atikha, Economic Resource Center For Overseas Filipinos (ERCOF), TIGRA and microfinance council of the Philippines are also involved.

Figure 4 shows the evolution of policies and services for Philippine migrant workers in a graphic timeline that spans the period between 1970 and 2011. There are three tiers of policy and services development. The uppermost part of the timeline contains the more comprehensive policies. These contain the “Magna Carta for Migrant Workers and Overseas Filipinos Act” that have provisions involving a number of agencies that identified specific services and policies, which were supposed to develop after the base policy (RA 8042) was released. The second level are policies pertaining to the OWWA from the time of its establishment until its recent policy releases, and the effect on the nature of services they are providing. The third level is the policies concerning the CFO and the evolution of services established since its establishment. The fourth level contains policies related to the POEA. The bottom most part of the timeline consist of other policies relating to the services available for migrant workers throughout the course of time.

Figure 4. Evolution of Policies and Services for Philippine Migrant Workers (ILO-DWAB, 2012)



Legend: 1 = 2 years; Colour layers: represents different key stakeholders driving policy development

## B. Policy Drivers

Policy development drivers identified for migrant services and migration in general were found to be both positive and negative. Positive drivers included:

- training and experience required for migrants to move further in their chosen careers;
- the need to ensure that Filipino migrants were competitive globally in terms of quality and qualifications;
- competency development of professionals versus non-professionals;
- increased employability of worker;
- increased international demand; and
- locally based professional innovations such as the Philippine Nursing Roadmap.

Identified negative drivers, on the other hand, include:

- poor access to social security abroad;
- need of migrant families for services;
- reactions of migrant worker families; and
- sensational migrant welfare-related cases like the Flor Contemplacion case.

In 1972, the NEDA presented a programme called “Labour-intensive, export-oriented industrialization”, which identified these reasons for migration: export of surplus labour; remittance; and technology/knowledge transfer. Theories from past studies suggest that when advances are reaped from the benefits of migration and are applied to country development, the number of migrant workers will decrease. However, the programme did not result in national development caused by increasing local employment. During the Ramos administration, the administration opened the country to numerous free trade agreements, allowing more workers to seek employment outside the country.

Due to increasing demand from the international market, the characteristics of migrant workers have changed over the past two decades. Before, only skilled workers were allowed to work abroad, with males dominating. However, current trends show that unskilled workers -- most of them females working as caregivers, caretakers or domestic helpers -- are the dominant migrant workers.

Another driver is the promotion of outmigration in the country, which is dictated by increasing demand in the international labour markets. According to CHED, outmigration was promoted and has become necessary because of the discrepancy between graduates and the available jobs for them. Foreign employment became the trend, and since there is a perceived unavailability of opportunities for them in the country, the least that the government can do is provide them with assistance for a safe migration process, recognizing that it is the state’s responsibility to protect them even when they are employed abroad. Thus, stronger policies and more programmes were established to address arising issues, along with increasing number of deployed migrants.

### C. Migration Services, Providers, and Activities

Migration services were classified into compulsory and non-compulsory. The yellow boxes in the matrix shown in Table 10 are compulsory migrant services provided and those with no colour were non-compulsory migrant services. These services were also categorized based on the mandates covered by the agencies, as during the data collection, some agencies were found out to be providing extra services that were not part of their original mandates.

Another classification of the services was according to the migration cycle phases: (1) pre-departure; (2) on-site; and (3) return/reintegration. Initially, the scope of the study was to only cover services at the pre-departure and return/reintegration phases. However, the migrants were able to identify services that might have started pre-departure and continued on-site, as well as services started on-site and continued until their return.

The services are further classified based on service foci. One category was overseas employment information, which included PDOS and PEOS. Another service focus was personal financial security, wherein innovative services were identified that focused on the improvement of financial literacy of the migrants and their families. These services were started as part of PDOS, further enhanced by other information available to them on-site. While on-site, migrants identified some agencies that assisted their families left in the Philippines to become more financially literate. Savings and investment strategies were discussed for both migrant workers and their families. Another important aspect of financial literacy services identified was information about remittance services available for migrants. It was revealed that there were some problems encountered regarding real understanding of these services.

Table 10. Migration Services Provider and Activity Matrix, ILO-DWAB, 2012

| STAKEHOLDERS                           |                   | Services/Programmes for Filipino Migrant |      |  |                             |                                   |                             |                             |                                      |              |                  |                         |                                   |  |  |               |             |                              |                 |   |
|--|-------------------|--|------|--|-----------------------------|-----------------------------------|-----------------------------|-----------------------------|--------------------------------------|--------------|------------------|-------------------------|-----------------------------------|--|--|---------------|-------------|------------------------------|-----------------|---|
| TYPE                                   | ORGANIZATION      | Overseas Employment Information Services |      |  | Personal Financial Security |                                   |                             |                             | Social Security and Welfare Services |              |                  |                         | Competency and Skills Enhancement |  |  | Reintegration | Others      |                              |                 | Total No. of Provided Programmes/Services |
|  |                   | PDOS                                     | PEOS |  | Financial Literacy          | Savings and Remittance Facilities | Savings and Loan Facilities | Social Insurance/Assistance | Medical Services                     | Repatriation | Legal Assistance | Professional Competency | Language Proficiency              |  |  |               | Recruitment | Certification and Validation | Absentee Voting |   |
|  | CFO               | *  | *    |  | *                           |                                   | /                           | /                           |                                      | :            | /                | /                       |                                   |  |  | •             |             | *                            |                 | 10  |
|  | OWWA              | *  |      |  | *                           |                                   | /                           | /                           |                                      | :            | /                |                         | *                                 |  |  | /             |             |                              |                 | 9   |
|  | POEA              | *  | *    |  | #                           |                                   | /                           | /                           | /                                    | /            | /                |                         |                                   |  |  |               | *           | *                            |                 | 8   |
|  | Pag-IBIG Fund     |  |      |  | /                           |                                   | /                           | /                           |                                      | :            |                  |                         |                                   |  |  | :             |             |                              |                 | 5   |
|  | Land Bank         |  |      |  | /                           | /                                 | /                           |                             |                                      |              |                  |                         |                                   |  |  | •             |             |                              |                 | 4   |
|  | SSS               |  |      |  | /                           | /                                 | /                           | /                           |                                      |              |                  |                         |                                   |  |  | •             |             |                              |                 | 4   |
|  | BSP               |  |      |  | /                           | /                                 |                             |                             |                                      |              |                  |                         |                                   |  |  |               |             |                              |                 | 3   |
|  | DFA-OWWA          |  |      |  |                             |                                   |                             | :                           |                                      |              | :                |                         |                                   |  |  |               |             |                              |                 | 3   |
|  | TESDA             |  |      |  |                             |                                   |                             |                             |                                      |              |                  |                         | *                                 |  |  | /             |             |                              |                 | 2   |
|  | NRCO              |  |      |  | /                           |                                   |                             |                             |                                      |              |                  |                         |                                   |  |  | /             |             |                              |                 | 2   |
|  | PRC               |  |      |  |                             |                                   |                             |                             |                                      |              |                  | /                       |                                   |  |  |               |             | /                            |                 | 2   |
|  | DOH               |  |      |  |                             |                                   |                             |                             | #                                    |              |                  |                         |                                   |  |  |               |             |                              |                 | 1   |
|  | Philhealth        |  |      |  |                             |                                   |                             | /                           |                                      |              |                  |                         |                                   |  |  |               |             |                              |                 | 1   |
|  | DFA-OAV           |  |      |  |                             |                                   |                             |                             |                                      |              |                  |                         |                                   |  |  |               |             |                              |                 | 1   |
|  | EDI Staffbuilders | *  |      |  |                             |                                   | /                           | /                           |                                      |              |                  |                         | *                                 |  |  |               | /           |                              |                 | 2   |
|  | PNA               | *  | *    |  |                             |                                   |                             |                             |                                      |              |                  | /                       |                                   |  |  | •             |             | /                            |                 | 5   |
|  | LBS Recruitment   | *  |      |  |                             |                                   | /                           | /                           |                                      |              |                  |                         |                                   |  |  |               | /           |                              |                 | 4   |
|  | PPTA              |  |      |  |                             |                                   |                             |                             |                                      |              |                  |                         | #                                 |  |  | •             |             | /                            |                 | 3   |
|  | Phil Pharmacists  |  |      |  |                             |                                   |                             |                             |                                      |              |                  | #                       |                                   |  |  |               |             | /                            |                 | 3   |
|  | PSLINK            |  | *    |  |                             |                                   |                             |                             |                                      |              | /                |                         |                                   |  |  |               |             |                              |                 | 2   |
|  | PGEA              |  |      |  |                             |                                   |                             |                             |                                      |              | X                |                         |                                   |  |  | •             |             |                              |                 | 2   |
|  | British Council   |  |      |  |                             |                                   |                             |                             |                                      |              |                  |                         | *                                 |  |  |               |             |                              |                 | 1   |
|  | Ang Nars          |  |      |  |                             |                                   |                             |                             |                                      |              | /                |                         |                                   |  |  |               |             |                              |                 | 1   |
| TOTAL NUMBER OF ORGANIZATIONS INVOLVED |                   | 6  | 4    |  | 8                           | 2                                 | 6                           | 9                           | 2                                    | 8            | 7                | 5                       | 4                                 |  |  | 11            | 3           | 7                            | 1               |   |

Includes professional organizations, tradeunions, non-government organizations and private recruitment agencies

## SOURCES:

Interviews: Key Informant Interviews (KII) and Focus Group Discussion (FGD)

Review of Official Agency Records

Review of Literature (from official agency websites and other related documents)

\* Services Offered Pre-Departure

I Services Offered On-site

• Services Offered Upon Return

# Services Offered Pre-departure and Upon Return

X Services Offered Pre-departure and On-Site

: Services Offered On-site and Upon Return

? Services Offered Pre-departure, On-Site, and Upon Return

Compulsary Services

Non-compulsary Services

Service reflected on the Organizational Mandate

Service not reflected on the Organizational

Another set of services identified was social security and welfare services, which included government institutions offering savings and loan facilities, and social insurance and medical services, which consisted of repatriation efforts and legal assistance. These services were readily identified by the provider agencies, but most of the recipients responded that they were not aware of the existence of such services.

Competency and skills enhancement is another service focus. Several foreign companies require health professionals in the field of nursing, physical therapy, medical technology, and pharmacy to undergo skills enhancement training to update their skills and knowledge relevant to their profession. Competency in language proficiency of the host country is also one requirement in foreign employment. These are the objectives of the services provided by professional organizations. Findings showed that nursing professionals needing to gain certain skills required by foreign countries benefit training not only for professional organizations, but to other private and government agencies here in the Philippines.

A new service focus identified by the study was reintegration. There was a difficulty in distilling information regarding the service due to scarcity of data. However, the agencies identified had already mentioned a variety of activities and strategies for the return phase of migration. When these agencies were asked of future plans for the services they offer, a number of them mentioned that their current focus is on developing reintegration services.

Some services were not classified into a particular service focus, particularly absentee voting and recruitment services provided by private recruitment agencies. These are services that have multiple activities under them. The recruitment process, in particular, also includes orientations that could also be made part of the overseas employment information category. Certification/validation services are provided by the CFO, POEA, PRC and other professional organizations.

Results show that some government agencies have critical involvement in terms of the number of services provided, particularly by the CFO, OWWA and POEA. They were identified to have the widest spectrum of services provided at present. As mentioned by migrants, the private sector, specifically the recruitment agencies, provided very critical services, supplementary or complementary, to what the government agencies were already giving. Some of them also mentioned that these services are actually more focused or tailored to what the migrants needed.

The matrix also shows that all services involved some form of multi-agency implementation. It can be observed that there is no single agency that monopolizes certain services. This finding gives emphasis to the need for cooperation between agencies for a better mechanism in providing these services.

There were a number of agencies involved in the delivery of a particular service, specifically reintegration, social security and welfare, and financial security. The number was based on the number of agencies that were covered in the study. It was identified that for overseas employment information, there were a number of providers, including professional organizations and recruitment agencies.



### Perceptions of service providers and recipients

Other findings revealed that there was a gap between the perceptions of service providers and recipients. A clear example was gaps related to reintegration. Data collected highlighted that agencies are concentrated on developing skills on investment and entrepreneurship for migrant workers. However, upon consultation, the migrants' concept of reintegration, considering they were registered professionals in the Philippines, was focused on their being able to practice as health workers again upon return to the Philippines, and not as business entrepreneurs.

In addition, there was a gap in identifying strategies and policies that would help them accomplish reintegration from their perspective. Another gap identified was the need for overseas employment information. Many providers mentioned that the trend in information dissemination was in utilizing their websites to make information readily available to the migrants. Most of these service providers believe that migrants can gladly fit themselves into the information available at present. However, from the migrants' point of view, most of them did not have a clear idea of the realities of overseas employment, even after acquiring information from the agency's website.

In terms of service quality, the health professional migrant workers do not really know what response they should give. Often, according to the migrants, they just look at how they were received at the office, how the office looks like and if the agency was accredited. However, with regards to other services they needed, they have no clear ideas of whether they were provided with poor or quality service.

They were further asked of their need for legal services. The migrants mentioned they really needed assistance, particularly in identifying specific contents of their contract, including migrants with past experience in local employment. They readily recognized that there were differences between the terms of employment contracts signed in the Philippines, and employment contracts implemented abroad.

Health professional migrant workers' involvement in trade unions was also explored among migrant respondents and the trade unions. No one from the trade union representatives mentioned that migrants should be members of their respective trade unions when they get to their destination countries. Membership is not included during PEOS, as mentioned by the migrants.

In terms of service delivery, most of them were information-based strategies, i.e. orientations, lectures, pamphlets or modules. It was noted that migrants highly appreciate the efforts of a number of agencies that have made information readily available online. However, it was already proved that information-based strategies do not really go so far, and that there are other strategies that have better impact in terms of enhancing the migration experience -- such as the use of incentives.

For the evaluation process, a number of agencies mentioned that they were evaluating the services they provided (e.g. PEOS and PDOS) and reviewing them regularly. However, upon review of the content of the evaluation procedure, they were primarily focused on direct outputs (for both PDOS and PEOS i.e. how many recipients/attendees; for reintegration,



number of availed packages). One agency particularly said that the quality of the migration experience can be used as a gauge to determine if these services, specifically Pre-departure Services, were effective or not. For this agency, the fact that they were receiving fewer reports of complaints from migrants (already in their destination countries) might be a measure of success and effectiveness of pre-departure services. Nevertheless, the agency itself recognized that they could not readily utilize those reports as clear measures.

In terms of securing feedback regarding services provided, it is noted that a number of agencies mentioned that migrants were able to provide feedback through the use of social networking sites such as Facebook and Twitter while in their destination countries. However, they do not have a clear evaluation plan regarding how to gather more of these feedbacks and place relevant findings to further improve their service provision.

## Gaps Analysis

Feedback from the migrants provided affirmations on some services as well as negative comments on some services provided. Most feedbacks were on PDOS and PEOS, which were the most visible and experienced services.

PDOS was recognized as necessary, but implementation issues abound. The timing of the provision of PDOS is one of the primary issues. Some migrants would attend their PDOS with their luggage already in tow. In addition, some migrants verbalized that they were valuable overviews but did not provide updated information. They said that it might be useful to give overviews in the Philippines and another one conducted in the country of destination. Some other negative feedbacks about PDOS were the non-country specific lectures and provision of the same lectures to first time OFWs and OFWs returning to destination countries. Respondents mentioned that the lectures were outdated, some lectures were anecdotal, and the information provided was mostly not useful. Another negative comment on PDOS is the presence of distracting promotional bids of money transfer agencies/banks at some point in the PDOS.

Aside from PDOS, another necessary service the migrants identified was mandatory language training prior to departure. Migrants sometimes get this from their recruiters if the latter have resources, but many times they learn the language with difficulty when they are already in the country of their destination.

Furthermore, some compulsory services like Pag-IBIG and PhilHealth were not appreciated and rather viewed as unnecessary deductions to their earnings. Many do not understand the social protection these programmes afforded. But when their families start using their PhilHealth benefits, the migrants began to change their minds. However, it should also be noted that many of the nurses that were interviewed were young (unmarried, no family or children to support) with no urgent need to benefit these types of insurance.

Some of the negative feedback obtained concerned embassy, DFA and reintegration services. These services were deemed the most invisible by the migrants. On the other hand, professionals appreciated web-based information and services most.

As observed in Figure 5, there was an explosion of not only government institutions, but also non-government institutions contributing to the management of migration. DOLE and the DFA are still key players, but other departments have come up such as DOH, TESDA, NRCO and BSP, the latter focusing in financial literacy and remittance management.

Under the Office of the President, the CFO is observed to be linked to several networks and partnerships, as depicted by the dotted lines. The bold lines represented lines of authority and jurisdiction over agencies and broken lines indicated partnership and collaborative relationship across agencies. As observed, most of the agencies were related to each other in formal or informal partnerships, without authoritative jurisdiction over them.

Findings identified the three most prominent actors in migration services were the national agencies of the CFO, the OWWA and the POEA. Agencies providing services according to their mandate are POEA, BSP, the Land Bank of the Philippines, TESDA and PhilHealth. However, there were some agencies whose services evolved over time (i.e. the CFO, OWWA, and DFA-OUMWA), and had limited statements in their mandates for service delivery but were expanded, as observed in the matrices. (See Appendix 3-A: *Organizational Analysis of Providers of Migrant Services in the Philippines -- Government Agencies*<sup>2</sup>, p. 22).

Some agencies were found to marginally provide direct migrant services but provide support services, such as the DOH, PRC and SSS. These services are marginally provided because they are not compulsory.

The DOH does not provide direct health services to migrants at any point in time, but they do help provide services to repatriated or beleaguered migrants when they ask for it. Medical examinations were also given to migrants, but the DOH mentioned that there were also private agencies they licensed to provide services.

On the other hand, the PRC and SSS have identified beginning services. PRC is starting online services where migrants can register or re-register their professional licenses while abroad. The SSS, on the other hand, is setting up their flexi-programmes to provide migrants portable social services that they can enjoy after retirement.

Most non-government or private agencies had been found to complement or extend the services of government agencies. Most are involved in providing information services, including PDOS. However, PEOS is not a popular service, mainly because there was a trade union that provides pre-decision kits. Recruitment agencies were also identified as giving information services. Also, some professional groups such as the PNA were involved in providing PDOS.

Recruitment agencies were also identified to provide comprehensive recruitment services from information provision to employment processing, post-employment and repatriation assistance. Respondents from the migrant's side almost unequivocally identified recruitment agencies as the ones that helped the most, maybe because of their affinity and proximity to the recruitment agencies, especially when they are on-site.

<sup>2</sup> This appendix is voluminous and contains a wealth of information on institutions, mandates, services provided and feedback drawn from the interviews conducted. The reader is advised to consult the detailed information it contains.

Some agencies are merely conducting advocacy activities. These groups included trade unions such as PSLINK, PGEA and groups such as Ang Nars, a nursing advocacy group. These agencies do not provide services to migrants individually, but their services are valuable when the migrants are beleaguered.

On the other hand, most professional organizations (.i.e. PPTA, the Philippine Pharmacists Association, and the Philippine Nurses Association) specified that they provided document certification and verification, as well as continuing professional education that were needed for migrant professionals to upgrade their positions or be promoted.

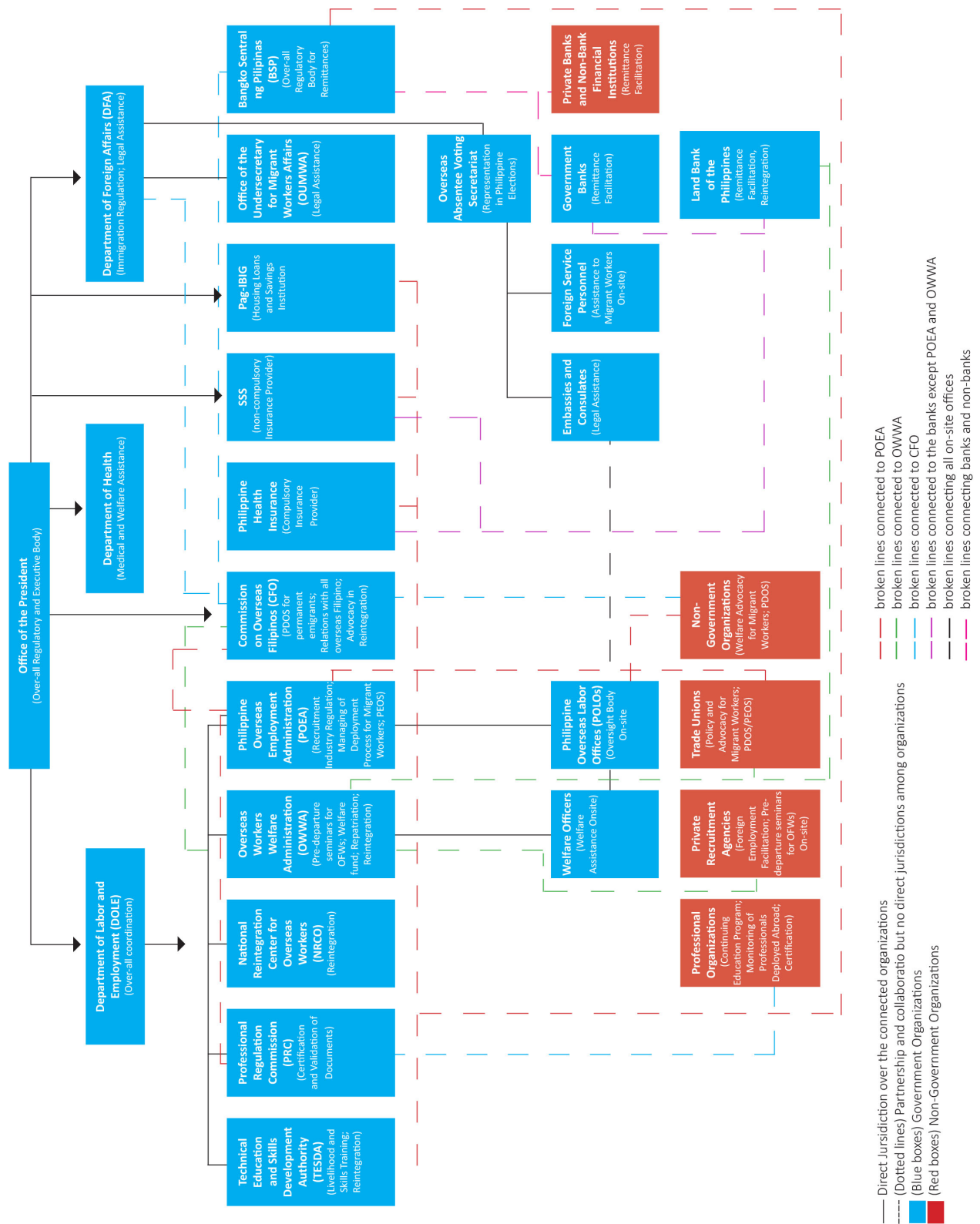
## Conclusions

From the foregoing findings the following conclusions are made:

1. The analysis of the evolution of policies on migrant services show that over the years, there were a number of policies that provided for the creation of government agencies and their migrant services. Since their establishment in the 1990s, the key agencies identified that provided most of the services were the POEA, OWWA and CFO, which were all government agencies.
2. While there were few policies in place before 1970, the policy creating the POEA during Martial Law was the take-off point of migrant services creation. More policies were developed for the creation of services from 1995 and thereafter, starting with the promulgation of the Migrant Workers and Overseas Filipinos Act.
3. The explosion of services was observed between about 2000 and 2010. It was at that time that many non-government agencies, including private recruiters, started providing migrant services to complement what the government provided. However, new services that were organized were mostly provider-driven and were not organized based on migrants' felt needs.
4. Policy development drivers identified for migrant services and/or migration in general were found to be both positive and negative. Positive drivers included:
  - o training and experience required for migrants to move further in their chosen careers;
  - o the need to ensure that Filipino migrants were competitive globally in terms of quality and qualifications;
  - o competency development of professionals versus non-professionals;
  - o increased employability of worker;
  - o increased international demand; and
  - o locally based professional innovations such as the Philippine Nursing Roadmap.
 Identified negative drivers, on the other hand, include:
  - o poor access to social security abroad;
  - o need of migrant families for services;
  - o reactions of migrant worker families; and
  - o sensational migrant welfare related cases like the Flor Contemplacion case.

5. Migration services were classified into compulsory and non-compulsory services provided during the three stages of migration, namely pre-departure, on-site and upon return. Migrant services are further classified based on service foci. These five categories are: overseas employment information, personal financial security, social security and welfare services, competency and skills enhancement, and reintegration.
6. Results show that some government agencies have critical involvement in terms of the number of services provided, particularly by the CFO, OWWA and POEA. They were identified to have the widest spectrum of services provided at present. As mentioned by migrants, the private sector, specifically the recruitment agencies, provided very critical services, supplementary or complementary, to what the government agencies were already giving. Some of them also mentioned that these services are actually more focused or tailored to what the migrants needed.
7. It seems that no specific agency has a monopoly over certain services. A number of agencies share the responsibility of providing the same service. This situation points to the need of coordinating migrant services that are provided by a multiplicity of government and non-government agencies. Also, one agency may be involved in the provision of multiple services. Likewise, this has to be coordinated to prevent gaps and overlaps.
8. Feedback from the migrants provided affirmations on some services as well as negative comments on some services provided. Most feedback was on the conduct of PDOS and PEOS. These were the most visible and experienced services to the migrants interviewed. PDOS was recognized as necessary, but implementation issues abound. The other identified services that migrants described as necessary were mandatory language training prior to departure. Furthermore, some compulsory services like those offered by the Pag-IBIG and PhilHealth were not appreciated, and rather viewed as unnecessary deductions to their earnings. Many do not understand the social protection these programmes afforded.
9. There were a number of agencies involved in the delivery of particular services such as reintegration, social security and welfare, and financial security. It seems that overseas employment information services had the most service providers, including professional organizations and recruitment agencies.

Figure 5. Philippine Government and Non-Government Institutions Managing Migration, ILO-DWAB, 2012



## Recommendations

Recommendations are categorized into stakeholder recommendations, policy recommendations and organizational recommendations. Inputs from stakeholders were incorporated into the project recommendations. Table 10 shows recommendations for improvement and scaling-up provided by the involved government agencies for the existing migrant services. Another table was created for recommendations provided by the non-government agencies. (See Appendix 4-A: *Recommendations for Migrant Services Improvement and Scale-Up -- Government Agencies*, p. 31).

### A. Stakeholders Recommendations

The main recommendation of stakeholders was the need to rationalize services. Another was the need to establish offices, particularly POLO and other on-site offices, and the need to have linkages with other government offices. It was identified that the POEA needs to further devolve services to regional levels -- regions in the Philippines and around the world, through the use of innovations and modern technological advancement.

Segregation of health professional migrant workers from other migrant workers and the need for a distinction on the services they are provided were recommended.

In the recruitment services, abolition of placement fees is emphasized, whether directly or indirectly. This is to be led by the government in partnership with responsible agencies. No placement fee is an international policy that still needs to be strictly implemented in the country. One of the best recruitment practice mentioned is the foreign agencies' and employers' free of charge assistance in preparing for employment (i.e. language and culture training, examinations and document processes).

To address the gap on skills and competencies of professional migrant workers, several organizations suggested that even before the health professionals decided to work in foreign countries, they must be guided by a defined career progression framework so that subspecialties can be practiced, not only in the country but also in other work destination countries. This in turn decreases underemployment, as the credibility of the health professionals to practice their profession internationally increases.

There is also a recommendation to gain partnership with colleges and universities for undergraduate programmes to be used as an avenue to integrate language and culture studies. Professional values and ethics should also be integrated for the purpose of strengthening the integrity of health professionals as they practice their professions.

New services to further increase the protection of welfare, especially of health professional migrants, were also suggested. One of these was the need to conduct physical examinations on our migrant workers during the pre-deployment period, and when they return to the country. It is emphasized that the DOH must be at the forefront in providing health services to migrant workers, and not just as a support institution providing health services.

A need to review stakeholder partnerships for improvement in collaboration is recognized by some organizations. A very important stakeholder recommendation is to improve data and information sharing and collaboration, especially with regards to monitoring and evaluation of performance, and how they impact the migrants themselves. The establishment of a better feedback mechanism is also recommended to increase awareness of migrants' needs.

One recommendation is to push through with the automation of existing migration services, especially the civil services and records. Regular and a faster updating of these records and creating a unified monitoring system for all government institutions, specifically those managing migration, will further improve the efficiency of providing migration services for the migrant workers.

One particular recommendation given is the regular updating of PDOS and PEOS to address the needs of different groups of migrant workers by making them skill and country specific.

Another suggestion was the need to emphasize the development of bilateral partnerships with other countries, especially those with the most number of migrant workers, to further strengthen social security protection for the migrant workers. In addition, it is recommended that the government form bilateral and multilateral agreements for foreign countries to implement Filipino social security measures for workers, especially those countries who do not offer social security to migrants workers (e.g. Middle East countries and some EU countries).

## B. Policy Recommendations

For the policy recommendations, there is a need for a policy scan to determine which agencies' mandates needed to be updated to reflect the service/s they provide or plan to provide.

Organizational policies need to be rationalized to minimize programme gaps and overlaps. As mentioned by the stakeholder themselves, there are policies not in sync with each other; one agency promotes migration, another agency tries to hold back.

Another recommendation is to clarify organization focus. These agencies should collaborate to minimize duplication and to avoid delivery of superficial services. In addition, an important policy recommendation is to empower migrants, their families and providers of services, and their migration roles need to be made clear.

## C. Organizational Recommendations

For organizational recommendations, it is suggested that there is a need for strong improvement on coordination and inter-linkages between government and non-government organizations and the migrants themselves. With the migrant population increasing, there are more agencies going into delivering migrant services; some have good recruitment practices, while others have spurious ones.

A proposed Organization for Migration Service Providers in the Philippines was created with an attempt to group agencies according to main functions available for migrant services. A group



for reintegration, competency and skills enhancement, social security and welfare services was created. Another is a network for personal financial security services and a group for overseas employment information services. Several agencies can be found in several networks. However, it is suggested that there is a need to focus on the process of how each agency will be working with the other agencies.

**Figure 6. Proposed Organizations for Migrant Service Providers in the Philippines**

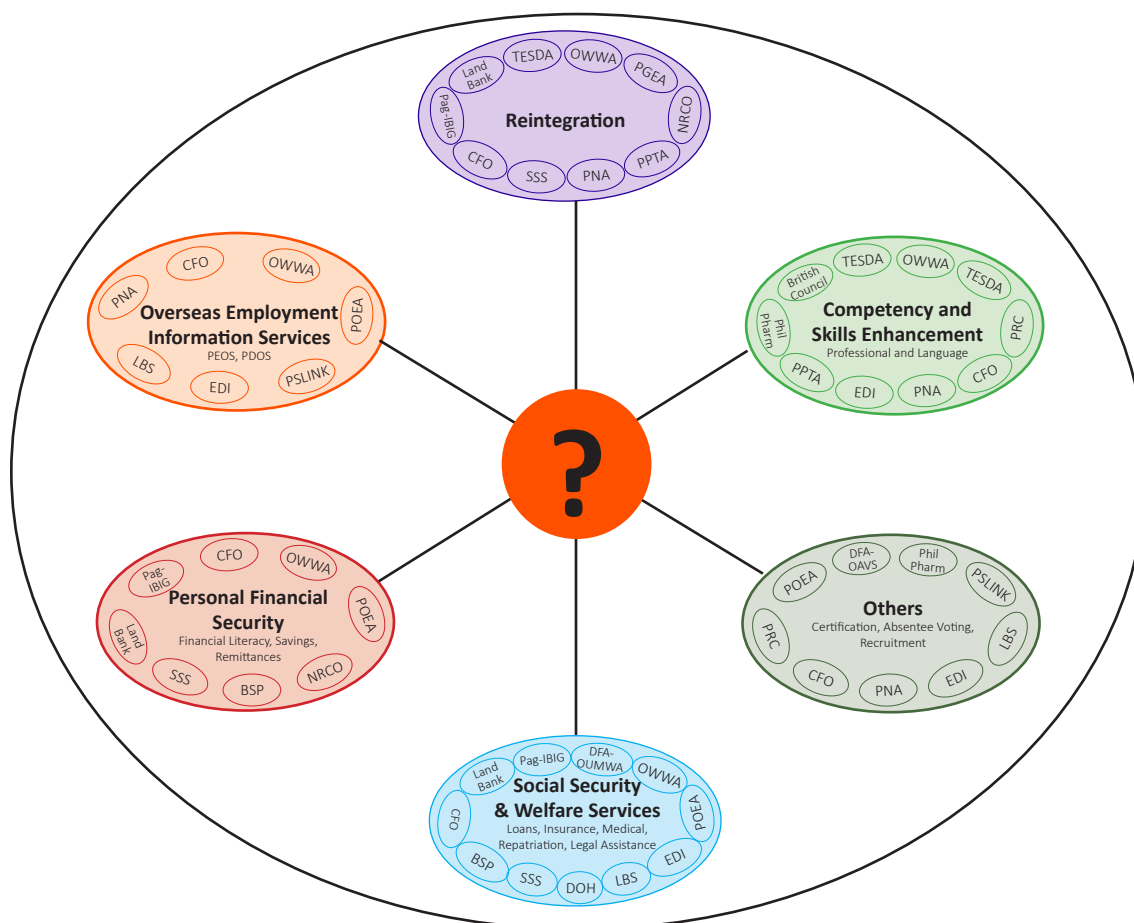


Figure 5 shows the present organizational style of the government in managing migration. As seen in the figure, it represents a hierarchical type wherein every entity in the organization, except one, is subordinate to a single other entity. In this case, the Office of the President is the main executive and regulatory body, and under it are the departments mandated to regulate the other agencies attached to them. In a hierarchical structure, the ladder ascends to a top authority figure. Within the ladder are departments with clear roles and leaders with defined skills in a specific area. This system works within standard protocols and processes. However, hierarchical structures are often inflexible and are not efficient in dynamic environments such as in migration. As new opportunities arise from the international market, transformative change cannot be executed immediately as often, this type of organization is slow to react.



Figure 6 proposes a network organization in managing migration. A network organization is a relatively stable structure with interdependent agencies operating autonomously from each other. Interactions are processed through collaborations and partnerships, which take place within a relatively institutionalized framework. Participating agencies are unified with the same purpose, vision, ideas and regulations, but of different roles and functions. They work together through contracts and agreements rather than through a formal hierarchy of authority. Network organization is more flexible as it can immediately accommodate newer innovations, and can easily implement changes within the system.

Based on the data gathered from the stakeholders, there seems to be a debate with regards to the perceived leadership of the network. There is an emphasis on the importance of who will coordinate the network and whether it should be from the government or non-government, and whether this coordinating role should also be rotating. For example, when the task at hand is specific, a particular network will be the leader.

After the results and analysis, many stakeholders' formed the opinion that the DOLE could be such a coordinator, since it already holds the mandate to regulate labour and employment locally and internationally. However, from a structural point of view, other stakeholders were of the view that the CFO could be an interesting over-all coordinator for the proposed organization, as it sits directly under the Office of the President.

## Lessons Learned

An important realization from the findings of the project is that migrant services that have been offered all these years have not been monitored or properly evaluated. Due to this inadequacy, the development of migrant services has not been rationalized over the years. Many services, including necessary ones such as PDOS, have become outdated and have lost their value in the eyes of many migrants. Important and needed services have not been organized, and many gaps and overlaps have been identified. A more comprehensive outcome or impact evaluation of migrant services is needed in order to better organize and rationalize these services.

Another important consideration is that the nature and quality of services seem to be related to organizational arrangements of the migrant services providers. At present, agencies that provide migrant services seem to be working on the premise that they are delivering services in silos, and do not see the need to coordinate their work with other agencies for better migrant service delivery. This organizational situation was not analyzed well in the past and the development and evolution of migrant service providers did not seem to be guided by organizational plans and policies.

Therefore, there is a need to correlate the development or improvement of migrant services with the results of monitoring and evaluation of these services, and ensure that organizational arrangements are considered in the development of new services, as well as provider agencies.

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## Appendices

|               |  |
|---------------|--|
| Appendix 1.   | Summary of Organizations Interviewed   |
| Appendix 2.   | Tools Used During Field Data Collection  |
| Tool 1.       | Key Informant Interview Questionnaire  |
| Tool 2.       | Focus Group Discussion Questionnaire   |
| Tool 3.       | Record Review Checklist  |
| Tool 4.       | Informed Consent -- Key Informant Interview  |
| Tool 5.       | Informed Consent -- Focus Group Discussion   |
| Appendix 3-A. | Organizational Analysis of Providers of Migrant Services in the Philippines -- Government Agencies     |
| Appendix 3-B. | Organizational Analysis of Providers of Migrant Services in the Philippines -- Non-Government Agencies |
| Appendix 4-A. | Recommendations for Migrant Services Improvement and Scale-Up -- Government Agencies                   |
| Appendix 4-B. | Recommendations for Migrant Services Improvement and Scale-Up -- Non-Government Agencies               |
| Appendix 5.   | Analysis of Migration Services Input, Process, and Output  |

Appendix 1. Summary of Organizations Interviewed

| No. | AGENCY        | OFFICE/UNIT/DIVISION                                    | KII                 |                   | REMARKS     | FGD                 |                   | REMARKS     | RECORDS REVIEW      |                   | REMARKS |
|-----|---------------|---|---------------------|-------------------|-------------|---------------------|-------------------|-------------|---------------------|-------------------|---------|
|     |               |   | Put (✓) if KII done | Date Accomplished |             | Put (✓) if FGD done | Date Accomplished |             | Put (✓) if ROR done | Date Accomplished |         |
| 1   | OWWA          | Programme Services Unit                                 |                     | 10/18/12          | Transcribed |                     |                   |             | ✓                   | 10/18/12          |         |
|     |               | Repatriation Assistance Division                        |                     | 9/25/12           | Transcribed |                     |                   |             | ✓                   | 9/25/12           |         |
|     |               | Policy Planning and Development Office                  | ✓                   | 9/25/12           | Transcribed |                     |                   |             | ✓                   | 9/25/12           |         |
|     |               | Policy Planning and Development Office                  |                     | 11/08/12          | Transcribed |                     |                   |             | ✓                   | 11/08/12          |         |
|     |               | PDOS Unit   |                     | 11/08/12          | Transcribed |                     |                   |             | ✓                   | 11/08/12          |         |
| 2   | POEA          | Deputy Admin for Education and Welfare                  |                     |                   |             |                     |                   |             |                     |                   |         |
|     |               | Workers Education Division                              |                     |                   |             | ✓                   | 10/01/12          | Transcribed | ✓                   | 10/01/12          |         |
|     |               | Planning Office   |                     |                   |             |                     |                   |             |                     |                   |         |
|     |               | Planning Office   |                     |                   |             |                     |                   |             |                     |                   |         |
|     |               | Marketing Office  |                     |                   |             |                     |                   |             |                     |                   |         |
| 3   | CFO           | Marketing Office  |                     |                   |             |                     |                   |             |                     |                   |         |
|     |               | Workers Education Division                              | ✓                   | 9/28/12           | Transcribed |                     |                   |             | ✓                   | 9/28/12           |         |
|     |               | Exchange Visitor Programme                              | ✓                   | 10/17/12          | Transcribed |                     |                   |             | ✓                   | 10/17/12          |         |
|     |               | RED-C   | ✓                   | 10/17/12          | Transcribed |                     |                   |             |                     |                   |         |
|     |               | Chairperson   | ✓                   | 11/09/12          | Transcribed |                     |                   |             |                     |                   |         |
| 4   | BSP           | Chairperson   | ✓                   | 11/09/12          | Transcribed |                     |                   |             |                     |                   |         |
|     |               | Migration Information and Education Division            |                     |                   |             |                     |                   |             |                     |                   |         |
|     |               | International Operations Department                     |                     |                   |             |                     |                   |             |                     |                   |         |
|     |               | International Operations Department                     |                     |                   |             | ✓                   | 10/12/12          | Transcribed | ✓                   | 10/12/12          |         |
|     |               | Economic and Financial Learning Centre                  |                     |                   |             |                     |                   |             |                     |                   |         |
| 5   | DFA           | Department of Economic Statistics                       |                     |                   |             |                     |                   |             |                     |                   |         |
|     |               | Overseas Absentee Voting                                | ✓                   | 9/25/12           | Transcribed |                     |                   |             | ✓                   | 9/25/12           |         |
| 6   | Pag-ibig Fund | Office of the Undersecretary for Migrant Worker Affairs | ✓                   | 9/27/12           | Transcribed |                     |                   |             | ✓                   | 9/27/12           |         |
|     |               | OFW Members Service Department                          | ✓                   | 10/12/12          | Transcribed |                     |                   |             | ✓                   | 10/12/12          |         |



| No. | AGENCY                          | OFFICE/UNIT/DIVISION                      | KII                 |                   | REMARKS     | FGD | REMARKS  | RECORDS REVIEW      |                   | REMARKS |
|-----|---------------------------------|---|---------------------|-------------------|-------------|-----|----------|---------------------|-------------------|---------|
|     |                                 |   | Put (✓) if KII done | Date Accomplished |             |     |          | Put (✓) if ROR done | Date Accomplished |         |
| 7   | PhilHealth                      | OFW Programme Segment                     | ✓                   | 9/27/12           | Transcribed |     |          | ✓                   | 9/27/12           |         |
| 8   | PRC                             | Board of Nursing                          | ✓                   | 10/11/12          | Transcribed |     |          |                     |                   |         |
|     |                                 | International Affairs Division            | ✓                   | 10/30/12          | Transcribed |     |          |                     |                   |         |
|     |                                 | Online Application System                 | ✓                   | 10/11/12          | Transcribed |     |          |                     |                   |         |
|     |                                 |   | ✓                   |                   | Transcribed | ✓   | 10/30/12 |                     |                   |         |
|     |                                 |   | ✓                   |                   | Transcribed |     |          |                     |                   |         |
| 9   | British Council                 | Examination Services                      | ✓                   | 10/09/12          | Transcribed |     |          | ✓                   | 10/09/12          |         |
| 10  | LBS Recruitment                 | President                                 | ✓                   | 10/03/12          | Transcribed | ✓   | 10/03/12 | ✓                   | 10/03/12          |         |
| 11  | DOH                             | Health Human Resources Development Bureau | ✓                   | 10/18/12          | Transcribed |     |          |                     |                   |         |
| 12  | NRCO                            | Director - NRCO                           |                     | 10/19/12          | Transcribed |     |          |                     |                   |         |
| 13  | Land Bank                       | Global and Overseas Remittances Programme | ✓                   | 10/18/12          | Transcribed |     |          |                     |                   |         |
| 14  | SSS                             | VP International Operations               | ✓                   | 10/19/12          | Transcribed |     |          |                     |                   |         |
| 15  | TESDA                           | OFW Department                            | ✓                   |                   | Transcribed |     |          |                     |                   |         |
| 16  | PPTA                            | Language Skills Institute                 | ✓                   | 10/22/12          | Transcribed |     |          |                     |                   |         |
| 17  | PSLINK                          | Out-going President                       | ✓                   | 10/23/12          | Transcribed |     |          |                     |                   |         |
| 18  | Philippine Pharmacy Association | National Coordinator                      | ✓                   | 10/24/12          | Transcribed |     |          |                     |                   |         |
| 19  | EDI Staffbuilders               | President                                 | ✓                   | 10/30/12          | Transcribed |     |          |                     |                   |         |
| 20  | PNA                             | President                                 | ✓                   | 11/07/12          | Transcribed |     |          |                     |                   |         |
|     |                                 | President                                 | ✓                   | 11/08/12          | Transcribed |     |          |                     |                   |         |

| No. | AGENCY   | OFFICE/UNIT/DIVISION             | KII                 |                   | REMARKS     | FGD                 |                   | REMARKS     | RECORDS REVIEW      |                   | REMARKS     |
|-----|----------|----------------------------------|---------------------|-------------------|-------------|---------------------|-------------------|-------------|---------------------|-------------------|-------------|
|     |          |                                  | Put (✓) if KII done | Date Accomplished |             | Put (✓) if FGD done | Date Accomplished |             | Put (✓) if ROR done | Date Accomplished |             |
| 21  | PHC      | Chief Nurse                      | ✓                   | 11/08/12          | Transcribed | ✓ (2)               | 11/08/12          | Transcribed |                     |                   |             |
| 22  | Ang Nars | Founding President               |                     | 11/9/12           |             |                     |                   |             | ✓                   | 11/9/12           | Transcribed |
| 23  | PGEA     | Representative for Health Sector | ✓                   | 11/21/12          | Transcribed |                     |                   |             |                     |                   |             |

Total No. of Organizations Interviewed: **23**

Total No of Key Informants: **50 (25 Analysis of Organizations already done)**

Total No. of FGD done for Stakeholders: **3 (1 POEA, 1 BSP, 1 PRC)**

Total No of FGD done for Migrants: **4 (1 Returning, 1 Pre-departure, 2 Returnees)**

## Appendix 2. Tools Used During Field Data Collection

### Tool 1. Key Informant Interview Questionnaire

Assessment of Existing Services for Skilled Migrant Workers in the Philippines  
Key Informant Interview Questionnaire -- Organizational Stakeholders

Name: \_\_\_\_\_ Agency/Organization: \_\_\_\_\_  
 Position: \_\_\_\_\_ Department/Unit: \_\_\_\_\_  
 Length of Service in the Position: \_\_\_\_\_ Date of Interview: \_\_\_\_\_  
 Interviewer: \_\_\_\_\_ Transcriber: \_\_\_\_\_

Note: Read Consent Letter before starting KII

| Questions/Topic Guide:   | Response:                                      |
|--|--|
| <i>Background/Content of Services:</i>   |  |
| 1. Mandate of your organization?   |  |
| 2. Does your agency/organization provide services for migrant workers (pre-departure and returning)?   | Goals and Objectives of the Services Provided: |
| 3. If Yes, What are these? <ul style="list-style-type: none"> <li>• PDOS</li> <li>• Social security</li> <li>• Certification/validation</li> <li>• Recruitment services</li> <li>• Language proficiency testing</li> <li>• PEOS</li> <li>• Remittance education</li> <li>• Legal assistance</li> <li>• Reintegration services</li> </ul> |  |
| 4. Describe services rendered in terms of: <ul style="list-style-type: none"> <li>(a) goals and objectives;</li> <li>(b) key activities;</li> <li>(c) resources allocated;</li> <li>(d) target participants/professions;</li> <li>(e) frequency; and</li> <li>(f) issues and problems during implementation.</li> </ul>                  | Key Activities on the Services Provided:       |



| Questions/Topic Guide:  | Response:  |
|---|--|
| <i>Background/Content of Services:</i>  |  |
|   | <p>Target Participants/Professions:</p><br><br><br><p>Frequency (Schedule of provision of services, how long services are being provided):</p> |
| 5. Are these services for migrant health-care workers (pre-departure and returning) reflected or were referred in your mandates?<br><br>6. How long are you already implementing the services mentioned for migrant health-care workers?<br><br>7. Are these services compulsory? Why or why not?   |  |
| 8. Do you have regional and provincial offices? Are all the services that you have mentioned being provided to migrant health-care workers also provided in your regional and provincial offices? If No, why not?<br><br>9. Area/Location of office that have higher number of programme/services (pre-departure and returning) recipients? |  |
| 10. No. of staff full-time and part-time working on your services (pre-departure and returning) for migrant health-care workers? Do they have the relevant capability to provide such services?   |  |

| Questions/Topic Guide:  | Response: |
|---|-----------|
| <i>Background/Content of Services:</i>  |           |
| 11. Are the services (pre-departure and returning) for migrant health-care workers given for FREE or entail a corresponding cost? If there is a fee involved, how much is it?<br><br>12. Do you think that the fee asked from a potential migrant is enough to cover the operating cost of the services?<br><br>13. Do you think that the costs being asked on migrants affordable? Why?<br><br>14. Do you think that the services being provided are of quality? |           |
| 15. Do you have partner agencies/ organizations in implementing your services (pre-departure and returning) for migrant health-care workers?<br><br>16. Who are they?<br><br>17. Discuss their roles and coordination process of your organization with them?   |           |
| <i>Outcomes and Evaluation of Services</i>  |           |
| 18. Are you able to implement all of your services (pre-departure and returning) regularly?<br><br>19. Also, do you monitor and evaluate the outputs of their services? Discuss the process and results.  |           |



| Questions/Topic Guide:   | Response: |
|--|-----------|
| <i>Outcomes and Evaluation of Services</i>   |           |
| 20. What are the facilitating factors for the implementation of such services (pre-departure and returning) for migrant health-care workers?   |           |
| 21. What are the mitigating factors for the implementation of such services (pre-departure and returning) for migrant health-care workers?   |           |
| 22. Do you think that the services (pre-departure and returning) being provided by your agency/organization are relevant to the needs of migrant health-care workers? Why do you say so?   |           |
| 23. Do you update the contents/outline of the services (pre-departure and returning) you provide for migrant health-care workers?<br>24. How often do you update?<br>25. Do you feel that updating your services on a regular basis is necessary? Why?   |           |
| 26. How does your agency/organization monitor and evaluate the services (pre-departure and returning) for migrant health-care workers being provided?<br>27. How does your agency/organization monitor the services (pre-departure and returning) offered by your partner agencies?<br>28. How are these collected? How regularly?<br>29. How do you use the data?<br>30. How do you maintain and monitor quality of services? |           |



| Questions/Topic Guide:  | Response: |
|---|-----------|
| <i>Outcomes and Evaluation of Services</i>  |           |
| 31. What are the outcomes of the services that you provide?<br><br>32. How do you explain those services with poor outcomes?  |           |
| 33. On the average, how many migrant health-care workers access the services (pre-departure and returning) that you provide per session or during the last year? Would you say that you were able to reach the target number of service recipients? Why or why not?   |           |
| 34. What are the strengths of the services (pre-departure and returning) that you are providing?<br><br>35. What are the weaknesses of the services (pre-departure and returning) that you are providing?<br><br>36. Do you have plans on addressing the weaknesses of your services? How?<br><br>37. How do you plan to maintain the strengths of your services? |           |
| 38. In a scale of 0 – 4, in which 4 is the highest, where do you rate your agency/ organization in terms of effectiveness in providing your services (pre-departure and returning) for migrant health-care workers? Why?<br><br>39. In terms of and efficiency in providing your services (pre-departure and returning) for migrant health-care workers? Why?     |           |

| Questions/Topic Guide:  | Response: |
|---|-----------|
| <i>Outcomes and Evaluation of Services</i>  |           |
| <p>40. In your perception, are there services (pre-departure and returning) being provided right now that are no longer necessary for health professionals?</p> <p>41. What are these?</p> <p>42. Why do you feel it should no longer be continued?</p> <p>43. Should these services be replaced or enhanced? Why?</p> <p>44. Were there services (pre-departure and returning) provided by your agency/ organization that are not being provided now? If yes, what are these? Why were these services stopped?</p> |           |
| 45. Do you receive feedback or testimonials from the recipients of your services regarding quality or satisfaction (pre-departure and returning)? If yes, how is this process done?   |           |
| 46. Do you think that you're recipients are satisfied of the services that you are providing? Why? Can you share some of the common feedbacks/testimonials?   |           |
| <p>47. Do you have any services (pre-departure and returning) that plan to develop?</p> <p>48. How did you assess they were needed?</p> <p>49. Do you have any services (pre-departure and returning) that plan to scale-up? What are those? How do you plan to scale-up the programme? Do you think it is necessary? Why?</p>  |           |



| Questions/Topic Guide:   | Response: |
|--|-----------|
| <i>Outcomes and Evaluation of Services</i>   |           |
| 50. Are there other ways you would like to implement your services (e.g. online/ internet)?  |           |
| 51. Do you have any programme or policy recommendations to promote effective services (pre-departure and returning) for migrant health-care workers? |           |

**Tool 2. Focus Group Discussion Questionnaire**

Assessment of Existing Services for Skilled Migrant Workers in the Philippines  
 Focus Group Discussion Questionnaire for Potential Migrants/Returnees

Agency/Organization:

Department/Unit:

Professions:

Country of Destination:

Date of Interview:

Interviewer:

Transcriber:

Note: Read Consent Letter before starting FGD

| Questions/Topic Guide:   | Response: |
|--|-----------|
| <i>Content of Services:</i>  |           |
| 1. Did you receive any migrant services (pre-departure and returning) for migrant health-care workers before? If yes, what are those services?<br>a. PDOS<br>b. Social security<br>c. Certification/validation<br>d. Recruitment services<br>e. Language proficiency testing<br>f. PEOS<br>g. Remittance education<br>h. Legal assistance<br>i. Reintegration services |           |
| 2. For first-time recipients of migrant services, what are the services that you already received?   |           |
| 3. How did you hear the services?  |           |
| 4. Is the process on how the availability of services communicated to you effective?   |           |
| 5. Is it necessary? Why?   |           |
| 6. From what agency/organization did you receive the services (pre-departure and returning) for migrant health-care workers?   |           |

| Questions/Topic Guide:   | Response: |
|--|-----------|
| <i>Content of Services:</i>  |           |
| 7. When did you receive the services? (How long did it take you to avail such services? Duration of services?)   |           |
| 8. Describe services received in terms of activities and content.  |           |
| 9. Do you think that the content of the services (pre-departure and returning) provided for migrant health-care workers should be regularly updated? Why or why not? |           |
| 10. How regularly it should be updated?  |           |
| 11. Do you think that services offered should be specific depending on the type of profession or same for all migrant workers? Why?                                  |           |
| <i>Service Delivery Process</i>  |           |
| 12. What are the processes did you have to go through in order to receive such services?   |           |
| 13. Are these services compulsory?   |           |
| 14. Do you think these services needs to be required/necessary? Why or why not?  |           |
| 15. Do you think these services should be accessed by health professionals using other means? If yes, can you identify these means?                                  |           |

| Questions/Topic Guide:  | Response: |
|---|-----------|
| <i>Service Delivery Process</i>   |           |
| <p>16. Are the services (pre-departure and returning) for migrant health-care workers given for FREE or entail a corresponding cost? If there is a fee involved, how much is it?</p> <p>17. Do you think that the costs being asked on migrants affordable? Why?</p> <p>18. Do you think that the services being provided are of quality?</p> |           |
| <p>19. In your opinion was the implementing agency/organization effective in terms of providing their services (pre-departure and returning) for migrant health-care workers? Why or why not?</p> <p>20. Can you rank them in terms of their effectiveness?</p>   |           |
| <p>21. What could be the other means of delivering the services (e.g. internet / online)</p> <p>22. Where should these services be offered to health professionals, in the Philippines or host country (via the embassies/POLOs/ DFA)?</p>  |           |
| <i>Outcomes and Evaluation of Services:</i>   |           |
| <p>23. Do you think that the goals and objectives of the services (pre-departure and returning) rendered for migrant health-care workers were met? Why or why not?</p> <p>a. PDOS</p> <p>b. Social security</p> <p>c. Certification/validation</p> <p>d. Recruitment services</p>   |           |

| Questions/Topic Guide:   | Response: |
|--|-----------|
| <i>Outcomes and Evaluation of Services:</i>  |           |
| <ul style="list-style-type: none"> <li>e. Language proficiency testing</li> <li>f. PEOS</li> <li>g. Remittance education</li> <li>h. Legal assistance</li> <li>i. Reintegration services</li> </ul>  |           |
| <p>24. Do you think these services (pre-departure and returning) are relevant/useful to your needs as a migrant health-care professional? Why or why not?</p> <p>25. What are other needs that are not addressed by these services?</p> <ul style="list-style-type: none"> <li>a. PDOS</li> <li>b. Social security</li> <li>c. Certification/validation</li> <li>d. Recruitment services</li> <li>e. Language proficiency testing</li> <li>f. PEOS</li> <li>g. Remittance education</li> <li>h. Legal assistance</li> <li>i. Reintegration services</li> </ul> |           |
| <p>26. What are your assessments/perceptions on the services received? Are you satisfied with the services received? Why or why not?</p> <ul style="list-style-type: none"> <li>a. Can you identify issues and problems regarding the services you received?<br/>PDOS</li> <li>b. Social security</li> <li>c. Certification / validation</li> <li>d. Recruitment services</li> <li>e. Language proficiency testing</li> <li>f. PEOS</li> <li>g. Remittance education</li> <li>h. Legal assistance</li> <li>i. Reintegration services</li> </ul>                |           |

| Questions/Topic Guide:  | Response: |
|---|-----------|
| <i>Outcomes and Evaluation of Services:</i>   |           |
| 27. Do you think the implementing agency is evaluating its services? Why or why not? Would you have any idea if they obtain feedback from their clients? Why or why not?  |           |
| 28. In a scale of 0 – 4, in which 4 is the highest, where do you rate the agency/ organization in terms of effectiveness in providing services (pre-departure and returning) for migrant health-care workers? Why?  |           |
| 29. In terms of efficiency in providing services (pre-departure and returning) for migrant health-care workers? Why?  |           |
| 30. What do you think are the strengths of the services (pre-departure and returning) that are being provided?  |           |
| 31. What do you think are the weaknesses of the services (pre-departure and returning) being provided?  |           |
| 32. How should the weaknesses of the services be addressed by the implementing agency?  |           |
| 33. How should the strengths of the services?   |           |
| 34. For migrant health-care workers leaving the country again, are there services (pre-departure and returning) provided for that are not being provided? If yes, what are those? Why do you think it is no longer provided? Also, are there new services being provided? |           |

| Questions/Topic Guide:   | Response: |
|--|-----------|
| <i>Outcomes and Evaluation of Services:</i>  |           |
| 35. Are there services health-care workers are exempted from if they want to leave the country again?  |           |
| 36. For migrant health-care workers leaving the country again, are there services (pre-departure and returning) being provided right now that are no longer necessary? What are these? Why do you think they should no longer be continued?                                    |           |
| 37. In your perception should these services be replaced or enhanced? Why?   |           |
| 38. Do you think that the existing services (Pre-departure and returning) for migrant health-care workers should be scaled-up? Why or why not?   |           |
| 39. What are the aspects of the services that need improvements?   |           |
| 40. What other services (pre-departure and returning) should be developed for migrant health-care workers? Why should it be given? Who should implement it?  |           |
| <i>Knowledge on Important Information</i>  |           |
| 41. How much information do you know about labour legislation (policies); employment contract; social protection (e.g. health insurance in receiving country) and welfare rights; working conditions; and presence of trade unions in their country of origin and destination? |           |

| Questions/Topic Guide:  | Response: |
|---|-----------|
| <i>Final Recommendations</i>  |           |
| 42. Do you have policy or programme recommendations to have effective services (pre-departure and returning) for migrant health-care workers? |           |



**Tool 3. Record Review Checklist**

## Assessment of Existing Services for Skilled Migrant Workers in the Philippines

## Review of Records

Agency/Organization:

Department/Unit:

Name of Data Collector:

Period/Date of Collection:

Instruction: Kindly check if the needed information/documents (soft/hard copies) specified below are available or not. If available, kindly prepare documents for copying. Research team should check the corresponding boxes when necessary information/documents are obtained.

| Review of Records  | Check (✓)<br>if available | Check (✓)<br>if not available | Document number/<br>Comments (e.g. complete,<br>incomplete, etc.) |
|--|---------------------------|-------------------------------|---|
| 1. Organizational background:<br>Mandates, vision, mission<br>including role/s of the<br>organization/agency in terms of<br>migrant services |                           |                               |   |
| 2. Description of service/<br>programmes provided<br>for migrant health-care<br>professionals including content/<br>outline                  |                           |                               |   |
| 3. Services/programme structure<br>for migrant health-care<br>professionals  |                           |                               |   |
| • PDOS   |                           |                               |   |
| • Social security  |                           |                               |   |
| • Certification/validation   |                           |                               |   |
| • Recruitment services   |                           |                               |   |
| • Language proficiency<br>testing  |                           |                               |   |
| • PEOS   |                           |                               |   |
| • Remittance education   |                           |                               |   |
| • Legal assistance   |                           |                               |   |
| • Reintegration services   |                           |                               |   |
| 4. Issued policies regarding<br>services/programmes<br>for migrant health-care<br>professionals  |                           |                               |   |
| • PDOS   |                           |                               |   |
| • Social security  |                           |                               |   |
| • Certification/validation   |                           |                               |   |
| • Recruitment services   |                           |                               |   |
| • Language proficiency<br>testing  |                           |                               |   |
| • PEOS   |                           |                               |   |
| • Remittance education   |                           |                               |   |
| • Legal assistance   |                           |                               |   |
| • Reintegration services   |                           |                               |   |

| Review of Records  | Check (✓)<br>if available | Check (✓)<br>if not available | Document number/<br>Comments (e.g. complete,<br>incomplete, etc.) |
|--|---------------------------|-------------------------------|---|
| 5. Funding/Investments allocated on services/programmes (pre-departure and returning) for migrant health-care professionals                                  |                           |                               |   |
| • PDOS   |                           |                               |   |
| • Social security  |                           |                               |   |
| • Certification/validation   |                           |                               |   |
| • Recruitment services   |                           |                               |   |
| • Language proficiency testing   |                           |                               |   |
| • PEOS   |                           |                               |   |
| • Remittance education   |                           |                               |   |
| • Legal assistance   |                           |                               |   |
| • Reintegration services   |                           |                               |   |
| 6. Cost of services/programmes provided for migrant health-care professionals  |                           |                               |   |
| 7. Copy of materials (e.g. IEC materials, modules) used during conduct of services/programmes for migrant health-care professionals                          |                           |                               |   |
| 8. Number of assigned staff working on migrant services/programmes provided to migrant health-care professionals (full-time and part-time)                   |                           |                               |   |
| 9. List of partners implementing your services/programmes (if any) for migrant health-care professionals   |                           |                               |   |
| 10. Number of migrant health-care workers who received your services/programmes (pre-departure and returning) in the last three years                        |                           |                               |   |
| 11. Assessments and evaluations on the services/programmes (pre-departure and returning) being provided for migrant health-care professionals (e.g. reports) |                           |                               |   |
| 12. Other pertinent information about migrant services, please specify   |                           |                               |   |

**Tool 4. Informed Consent -- Key Informant Interview**INFORMED CONSENT FORM  
Key Informant Interview

**Project Title:** Assessment of Existing Services for Skilled Migrant Workers:  
Philippines Project Site

**Sponsor:** International Labour Organization (ILO)

**Investigators:** Dr Fely Marilyn Lorenzo (Principal Investigator)  
Professor Royson Mercado (Co-Investigator)

The International Labour Organization (ILO), with funding support from the European Union (EU), is implementing a project called *Promoting Decent Work Across Borders: A Project for Migrant Health Professionals and Skilled Workers*.

The project seeks to better understand schemes related to circular migration of health professionals. This will be done by (1) engaging governments, trade unions, and employer organizations in policy dialogues; (2) establishing networks of experts and trained practitioners; (3) strengthening employment services for health-care professionals and skilled workers; (4) facilitating skills recognition processes; and (5) enhancing labour market information systems. Through this project, the ILO seeks to foster a “mutually beneficial” approach to migration that benefits the migrant workers, and the source and destination countries within a rights-based framework for labour migration management.

In this regard, the University of the Philippines Manila, National Institutes of Health – Institute of Ophthalmology (UPM-NIH-IO) was commissioned by the ILO, through its Promoting Decent Work Across Border: A Project for Migrant Health Professionals and Skilled Workers project to map-out, assess, and recommend enhancement of existing services for prospective migrants, and returned/returning migrants, with a special focus on health-care professionals.

Specifically, the study aims to:

1. review and confirm mapping of existing pre-orientation, pre-departure, and return services in the Philippines that are available to skilled migrants specifically for health-care professional migrants based on recent literature;
2. describe services utilized by health professional migrants;
3. assess the effectiveness of existing services to health professional migrants;
4. identify gaps and needs for new services;
5. conduct consultation through round-table discussion regarding consensus on results of assessment of migrant services and draft recommendations; and
6. develop relevant final recommendations to address identified needs and gaps.

In order to achieve the foregoing objectives, we request your cooperation to participate in a key informant interview.

It is estimated that the interview will take 30-40 minutes. Taking part in this study is voluntary. You may decline if you do not wish to participate. You may also refuse to answer some of the questions during the actual interview. There will be no penalty if you decide not to participate in the study. If you decide to join, any information that will be obtained in connection with this study that can be identified with you will remain confidential and will be disclosed only with your permission or as required by law. With your consent, we will audio record the interview to ensure accuracy of data collection. Transcriptions of the interview will be coded and anonymized.

We will not give any compensation to those who will be taking part in this study. However, the information that you will be sharing would be very valuable in the enhancement of existing services for migrants and returning migrants in the country.

If you have any questions, concerns, or complaints you may contact:

|  |                               |
|--|-------------------------------|
| Dr Fely Marilyn Lorenzo                                | 02 - 410 - 2239               |
| Professor Royson Mercado                               | 02 - 410 - 2239               |
| Mr TJ Moncatar and Ms Grace Pati (Research Assistants) | 02 - 410 – 2239 / 09272872958 |

I HAVE READ AND UNDERSTOOD THE ABOVE INFORMATION AND HAD BEEN GIVEN THE OPPORTUNITY TO CONSIDER AND ASK QUESTIONS ON THE INFORMATION REGARDING THE INVOLVEMENT IN THIS STUDY.

I AFFIX MY SIGNATURE BELOW TO EXPRESS MY INTENT TO PARTICIPATE IN THIS STUDY.

Interviewee's Signature:

\_\_\_\_\_  
Name of Interviewee

\_\_\_\_\_  
Signature of Interviewee

\_\_\_\_\_  
Date

Witness:

\_\_\_\_\_  
Name of Witness

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

**Tool 5. Informed Consent -- Focus Group Discussion****INFORMED CONSENT FORM****Focus Group Discussion**

**Project Title:** Assessment of Existing Services for Skilled Migrant Workers:  
Philippines Project Site

**Sponsor:** International Labour Organization (ILO)

**Investigators:** Dr Fely Marilyn Lorenzo (*Principal Investigator*)  
Prof. Royson Mercado (*Co-Investigator*)

The International Labour Organization (ILO), with funding support from the European Union (EU), is implementing a project called *Promoting Decent Work Across Borders: A Project for Migrant Health Professionals and Skilled Workers*.

The project seeks to better understand schemes related to circular migration of health professionals. This will be done by (1) engaging governments, trade unions, and employer organizations in policy dialogues; (2) establishing networks of experts and trained practitioners; (3) strengthening employment services for healthcare professionals and skilled workers; (4) facilitating skills recognition processes; and (5) enhancing labour market information systems. Through this project, the ILO seeks to foster a “mutually beneficial” approach to migration that benefits the migrant workers, and the source and destination countries within a rights-based framework for labour migration management.

In this regard, the University of the Philippines Manila, National Institutes of Health – Institute of Ophthalmology (UPM-NIH-IO) was commissioned by the ILO, through its Promoting Decent Work Across Border: A Project for Migrant Health Professionals and Skilled Workers to map-out, assess, and recommend enhancement of existing services for prospective migrants, and returned/returning migrants, with a special focus on health-care professionals.

Specifically, the study aims to:

1. Review and confirm mapping of existing pre-orientation, pre-departure, and return services in the Philippines that are available to skilled migrants specifically for health-care professional migrants based on recent literature;
2. Describe services utilized by health professional migrants;
3. Assess the effectiveness of existing services to health professional migrants;
4. Identify gaps and needs for new services;
5. Conduct consultation through round-table discussion regarding consensus on results of assessment of migrant services and draft recommendations; and
6. Develop relevant final recommendations to address identified needs and gaps.

In order to achieve the foregoing objectives, we request your cooperation to participate in a focus group discussion.

It is estimated that the interview will take 30-40 minutes. Taking part in this study is voluntary. You may decline if you do not wish to participate. You may also refuse to answer some of the questions during the actual interview. There will be no penalty if you decide not to participate in the study. If you decide to join, any information that will be obtained in connection with this study that can be identified with you will remain confidential and will be disclosed only with your permission or as required by law. With your consent, we will audio record the interview to ensure accuracy of data collection. Transcriptions of the interview will be coded and anonymized.

We will not give any compensation to those who will be taking part in this study. However, the information that you will be sharing would be very valuable in the enhancement of existing services for migrants and returning migrants in the country.

If you have any questions, concerns, or complaints you may contact:

|  |                               |
|--|-------------------------------|
| Dr Fely Marilyn Lorenzo                                | 02 - 410 - 2239               |
| Professor Royson Mercado                               | 02 - 410 - 2239               |
| Mr TJ Moncatar and Ms Grace Pati (Research Assistants) | 02 - 410 – 2239 / 09272872958 |

I HAVE READ AND UNDERSTOOD THE ABOVE INFORMATION AND HAD BEEN GIVEN THE OPPORTUNITY TO CONSIDER AND ASK QUESTIONS ON THE INFORMATION REGARDING THE INVOLVEMENT IN THIS STUDY.

I AFFIX MY SIGNATURE BELOW TO EXPRESS MY INTENT TO PARTICIPATE IN THIS STUDY.

Interviewee's Signature:

\_\_\_\_\_  
Name of Interviewee

\_\_\_\_\_  
Signature of Interviewee

\_\_\_\_\_  
Date

Witness:

\_\_\_\_\_  
Name of Witness

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

Appendix 3-A. Organizational Analysis of Providers of Migrant Services in the Philippines -- Government Agencies, ILO-DWAB, 2012

| STAKEHOLDERS        |              | Mandate   | Services Provided  | Feedback  |
|---------------------|--------------|---|--|---|
| Type                | Organization |   |  |   |
| Government Agencies | BSP          | Promoting and maintaining price stability and provide proactive leadership in bringing about a strong financial system conducive to a balanced and sustainable growth of the economy                        | Financial learning campaign through PDOS; road shows; financial planner; financial campaign (nation-wide)  |   |
|                     |              |   | OFW portal; lowering remittance charges; PhilPass remit system; policies on remittance modes; local clearing house for credit-to-other-banks mode of remittances | Constraints in overseas market; competition with alternative channels; remittance business of non-banks and informal channels remains brisk because of their accessibility, simple processes and customer awareness; lack of access with banking institution; access to banking services by Filipinos in host countries is a major constraint on the volume of remittances flowing via formal channels; non-bank couriers not regulated (Abenoja, 2004) |
|                     |              |   | Repatriation assistance through emergency foreign money exchange   |   |
|                     | CFO          | Philippines' premier institution in promoting policies, programmes, and projects with migration and development as a framework for the strengthening and empowerment of the community of Filipinos overseas | PDOS (emigrant, exchange visitor); counselling programmes (peer and guidance); community education; financial literacy campaign                                  | EVP PDOS -- professionals that are interested to EVP not aware of PDOS; Some professionals wait until the last days/hours before flights to leave before taking the session   |
|                     |              |   | Migrant advisory information management  |   |
|                     |              |   | Post-Arrival Orientation Programme   |   |
|                     |              |   | Diaspora to Development Initiative: Financial investments/management, counselling legal assistance, advocacy   |   |
|                     |              |   | Document verification process (e.g. Exchange visitor)  |   |
|                     |              |   | LINKAPIL; Pinoy Wise Movement; Alay Dunong; Medical Mission; Business Advisory   |   |
|                     |              |   | Overseas Filipinos Remittance for Development Programme  | Good programmes -- beneficial, necessary, proven feasible, comprehensive; Weaknesses -- no regulating power in terms of role, hence difficulty in LGU implementation; plurality of tasks with other agencies also delivering OFW-directed services  |
|                     |              |   | 1343 Actionline Against Human Trafficking and Repatriation Assistance  |   |

| STAKEHOLDERS |              | Mandate   | Services Provided  | Feedback  |
|--------------|--------------|---|--|---|
| Type         | Organization |   |  |   |
|              | DFA-ONV      | Empowerment of overseas Filipinos to vote   | Absentee voting on-site including info dissemination, registration   | Turn-out of voting is still low due to several hindrances: inadequacies in law; lack of infrastructure, back log; lack of human resource; lack of budget                                    |
|              |              | Secretariat to assist COMELEC in implementing provisions of RA 9189 section 22 (system of continuing registration, information campaign, assistance from government agencies)   |  |   |
|              |              | Registration services (to vote) are provided for OFWs in order to practice their right to suffrage  |  |   |
|              | DFA - OUMWA  | Institute the policies of overseas employment and establish a higher standard of protection and promotion of the welfare of migrant workers, their families, and overseas Filipinos in distress   | Repatriation and legal assistance  | POLO: communicate with other Filipino workers and not just those staying near the central office through email or cell phone; establish satellite offices or send a team for regular visits |
|              | DOH - HHRDB  | Ensure the quality of training and health human resource development at all levels of the health care system; develop and manage the Philippine health force; for migrant services, official mandate is traced to RA 10022 (Migrant Workers and Overseas Filipinos Act of 1995)         | Pre-deployment medical laboratory services; medical services for distressed workers/repatriated  |   |
|              | Land Bank    | Make available services to overseas Filipinos, i.e. deliver remittance services and government bank with a social mandate to spur countryside development   | Financial literacy through PDOS; financial briefing and education including nation-wide remittance education; counselling in savings and investments |   |
|              |              | Imparting financial advice/information, briefing to drive for financial inclusion, i.e. getting them weaned from earning, making a decision on what to save, introduce to simpler types of investments  | Cash cards (M and E); foreign currency deposit unit  |   |
|              | NRCO         | Promotes delivery of responsive, productive, and sustainable reintegration services to OFW returnees that will enable them to maximize the gains of overseas employment, mitigate the social costs of migration, and cushion the impact of forced repatriation due to unexpected events | Housing loan assistance; OWWA 2 Billion Reintegration Fund   |   |
|              |              |   | Financial Literacy: Counselling; savings; capability in money management (training)  |   |
|              |              |   | National Reintegration Programme for OFWs: Counselling, capacity building, wage employment; livelihood and micro-enterprise                          |   |



| STAKEHOLDERS |              | Mandate  | Services Provided   | Feedback  |
|--------------|--------------|--|---|---|
| Type         | Organization |  |   |   |
| OWWA         |              | Delivery of welfare services and benefits; ensuring capital build-up and fund availability | PDOS (comprehensive and country-specific); financial literacy included; anti-illegal recruitment campaign | PDOS: Overview provided but lacked details; information helpful but not exactly relevant on-site; remittance education helpful (opened bank account here); medical comprehensive enough; services provided not enough; helpful if language lessons will be taught here prior to departure; in PDOS centre, other migrant workers in PDOS included such as non-professionals (should be separated); PDOS general: Online PDOS would not be effective; language proficiency must be provided by native speakers; provided late (almost on the day itself or the day prior to departure); not well absorbed; no discussion in terms of rights of workers |
|              |              |  |   | PDOS: Not explicitly stated in the mandate, more like offshoot of the mandate; more visuals and situations to increase learning; PDOS providers not following the modules or facilities; schedules are altered to accommodate more OFWs (if bans are lifted)  |
|              |              |  |   | Strengths of PDOS (Ali, 2005): Institutionalized and legally mandated; part of documentation system; encourage participation of other sectors; input of welfare issues and problems   |
|              |              |  |   | Weakness of PDOS (Ali, 2005): Difficult for the agency to impose sanctions on PDOS providers that do not comply with the set standards (OWWA lack legal jurisdiction over recruitment agencies); lack of financial resources; PDOS mandatory in the last phase of the pre-departure process   |
|              |              |  |   | Language training in comprehensive PDOS: More OFWs are promoted as their communication skills improved with the training; some migrants exclaimed that there are no efforts in terms of language proficiency conducted in the country   |
|              |              |  | Processing and certification of membership  |   |
|              |              |  | Repatriation assistance; legal assistance; help desk; welfare benefit (e.g. disability, death)            | Legal assistance not felt on-site but mentioned during PDOS. Some received post-stress management from their companies  |
|              |              |  | Scholarships; Welfare Assistance Programme (including on-site); family circles                            |   |

| STAKEHOLDERS |               | Mandate  | Services Provided  | Feedback   |
|--------------|---------------|--|--|--|
| Type         | Organization  |  |  |  |
|              |               | Providence savings and housing institution   | OWWA Reintegration Programme (loan for microenterprise, job referrals and psychosocial components) with 2 Billion Reintegration Fund     | Reintegration programme: Only few avalees compared to the whole population, around less than 10%; low satisfaction, because from the start they re (OFWs) already negative; already known among OFWs due to PDOS and efforts of LGUs   |
|              | Pag-Ibig Fund |  | Financial education through PDOS; membership; savings fund   | Did not provide rationale on payment schedules, as well as additional payments   |
|              |               |  | Housing and multi-purpose loan; livelihood training  |  |
|              |               |  | Repatriation assistance through advance withdrawal of 80% of the total savings   |  |
|              | POEA          | Mandated to regulate overseas employment through tripartism, full disclosure, deregulation, selective deployment, dynamism in systems and information technology | PDOS (country-specific for name-hired)   |  |
|              |               | Mandated to reinforce regulatory function and protect the rights of OFW as a worker and human being  | PEOS; anti-illegal recruitment campaign (information dissemination)  | Information readily available at website, particularly list of recruiters  |
|              |               |  |  | Strengths of PEOS: Modules are designed for specific profession/skills, market, country specific, competent and capable trainers, simple, comprehensive module, venues conducive for learning  |
|              |               |  |  | Weaknesses of PEOS: Time constraints; level of education of participants; lack of information on illegal recruitment; lack of on-site exposure of speakers; lack of regular updating of figure of stats; method used is a lecture type. Also, general module currently used not updated (depends on the whim of speaker) |
|              |               |  | Balik Manggagawa centre for processing of PhilHealth, SSS, Pag-IBIG, OWWA concerns and other services for OFWs; employment certification | OEC helpful. Free of charge in terms of terminal fee and provided with OFW lane  |
|              |               |  | Repatriation assistance; legal assistance  |  |
|              |               |  | Job fairs; on-line jobs; government to government placement; on-line manpower registration   |  |
|              |               |  | Licensing and regulation of recruitment agencies   | Recruitment agencies not related to POEA should keep an open communication line pre-departure, on-site, and return   |

Appendix 3-B. Organizational Analysis of Providers of Migrant Services in the Philippines -- Non-Government Agencies, ILO-DWAB, 2012

| STAKEHOLDERS             |                   | Mandate  | Services Provided   | Feedback   |
|--------------------------|-------------------|--|---|--|
| Type                     | Organization      |  |   |  |
| *Non-Government Agencies | Ang Nars          | Vanguard for the rights of nurses towards sustained policy actions<br><br>Unify nurses both local and abroad into a solid organization that can be a potent sector and active partner in advocating for effective and efficient health delivery systems  | Anti-illegal recruitment campaign<br><br>Policy development and advocacy: Nurses welfare  |  |
|                          | British Council   | Strengthen ties of Filipinos in the United Kingdom through various advocacies and activities<br><br>IELTS Division -- provides academic and professional examinations to help organizations/companies/employers in the United Kingdom and other countries (e.g. Australia) in screening foreign applicants for employment or for academic purposes | IELTS -- language testing exam  | Easy to expire   |
|                          | EDI-Staffbuilders | Philippine international recruitment consulting company that provides global clients with highly competent Overseas Filipino Workers (OFWs), ranging from management and technical professionals to highly skilled workers   | PDOS (in-house)<br><br>Recruitment services: Employment training programme; job placement advertisements; language proficiency training; document verification<br><br>Repatriation assistance: communication/monitoring through entire circular migration; post deployment assistance |  |
|                          | LBS Recruitment   | Link workers and employers globally by utilizing the latest advances in recruitment solutions and information technology   | PDOS (in-house)   | Recruitment agency required PDOS conducted in PDOS centre (scheduled informed and duration is for five to seven hours, in which other countries are covered. (Two to three hours for Saudi and waiting period was long). Medical regulations and health practices also provided in PDOS other than rights. Information provided needs to be updated; PDOS helpful, particularly legalities |
|                          |                   |  |   |  |

| STAKEHOLDERS |                 |   |  | Feedback  |
|--------------|-----------------|---|--|---|
|              | Type            | Mandate   | Services Provided  |   |
|              | Organization    |   | Recruitment services: processing of employment; document verification; global tracking system; repatriation assistance; job advertisements   | Recruitment agencies have medical lab partners; price reasonable; cost handled by agency other handled personally; some required to have medical others were not; provided an email that part of manpower pool; agency helpful and accommodating in providing data and attending to questions   |
|              | PGEA            | To unite workers to protect and defend their rights and interest; to protect the welfare of the public through honest, efficient and responsible public service; to provide welfare and development-based programmes and services to government employees | Cooperate with other trade unions in advocating worker's rights for protection here and abroad; advocating on a policy that would create a role for the trade unions to provide assistance and fight for the rights of migrant workers; supports the Balik Scientist Programme of CFO; returning PGEA members who worked abroad are assisted and counseled during time of finding work or returning to their past work |   |
|              | PhilPharmacists | Empower the Filipino pharmacists to be professionally competent and globally competitive for quality health care  | Document certification and verification<br><br>CPE; Balik-Turo   | Continuing Education Programme -- well received by its members; topics are structured and conducted regularly nationwide<br><br>Have corresponding fee; not compulsory to join. Evaluation: comments are positive based from the evaluation forms provided after PDOS/PEOS. They are very thankful. They were able to appreciate it once they attended the programme. |
|              | PNA             | Works for the general welfare of professional nurses in the Philippines and abroad  | PDOS and PEOS for nurses; CPE<br><br>Membership; certification; renewal<br>CPE; Balik-Turo   | PEOS: Pop-up because there are nurses having problems abroad (many nurses are victims of signing double-contract, cannot retract on the contracts signed); attendance for PEOS not high compared with PDOS<br><br>Membership only used in resume<br>Participants feedback -- positive   |

| STAKEHOLDERS |                 | Mandate   | Services Provided  | Feedback  |
|--------------|-----------------|---|--|---|
| Type         | Organization    |   |  |   |
|              | PGEA            | To unite workers to protect and defend their rights and interest; to protect the welfare of the public through honest, efficient and responsible public service; to provide welfare and development-based programmes and services to government employees | Recruitment services; processing of employment; document verification; global tracking system; repatriation assistance; job advertisements   | Recruitment agencies have medical lab partners; price reasonable; cost handled by agency other handled personally; some required to have medical others were not; provided an email that part of manpower pool; agency helpful and accommodating in providing data and attending to questions |
|              |                 |   | Cooperate with other trade unions in advocating worker's rights for protection here and abroad; advocating on a policy that would create a role for the trade unions to provide assistance and fight for the rights of migrant workers; supports the Balik Scientist Programme of CFO; returning PGEA members who worked abroad are assisted and counseled during time of finding work or returning to their past work |   |
|              | PhilPharmacists | Empower the Filipino pharmacists to be professionally competent and globally competitive for quality health care  | Document certification and verification  |   |
|              |                 |   | CPE; Balik-Turo  | Continuing Education Programme -- well received by its members; topics are structured and conducted regularly nation-wide   |
|              | PNA             | Works for the general welfare of professional nurses in the Philippines and abroad  | PDOS and PEOS for nurses; CPE  | Have corresponding fee; not compulsory to join. Evaluation: comments are positive based from the evaluation forms provided after PDOS/PEOS. They are very thankful. They were able to appreciate it once they attended the programme.   |
|              |                 |   |  | PEOS: Pop-up because there are nurses having problems abroad (many nurses are victims of signing double-contract, cannot retract on the contracts signed); attendance for PEOS not high compared with PDOS  |
|              |                 |   | Membership; certification; renewal   | Membership only used in resume  |
|              |                 |   | CPE; Balik-Turo  | Participants feedback -- positive   |

| STAKEHOLDERS |              | Mandate   | Services Provided   | Feedback   |
|--------------|--------------|---|---|--|
| Type         | Organization |   |   |  |
|              | PPTA         | Provide competent and ethical PT services to Filipinos<br><br>Envisions a progressive organization composed of proactive physical therapists united in uplifting the profession and committed to the service of the Filipino and global community | Certification and verification<br><br>Balik-Turo                                    |  |
|              | PSLINK       | PSI champions human rights, advocates for social justice and promotes universal access to quality public services   | Pre-decision kit  | Not regularly conducting depending on availability of funds or interested parties; regarded as good practice in international forums |
|              |              | National federation of unions, associations of government workers   | Advocacy and lobbying, policy development; code of practice; collective negotiation |  |

*\*Includes professional organizations, trade unions, non-government organizations and private recruitment agencies*

## Appendix 4-A. Recommendations for Migrant Services Improvement and Scale-Up -- Government Agencies, ILO-DWAB, 2012

| STAKEHOLDERS                 |              | Recommendations and Programmes/Services to be scaled-up   |
|------------------------------|--------------|---|
| Type                         | Organization |   |
| National Government Agencies | BSP          | Reaching more people through technology   |
|                              |              | Improving networking  |
|                              | CFO          | Improvement of existing services -- using other medium to increase coverage   |
|                              |              | Collaborative efforts and assignment of coordinating agencies (e.g. specialization)   |
|                              |              | Safeguarding against spurious agencies  |
|                              |              | Mainstreaming migration and development agenda among LGU's  |
|                              |              | Online counselling  |
|                              |              | Improvement in monitoring across all government sectors (out-put oriented, specific target performance, evaluation of internal and external bodies)   |
|                              |              | Setting up of OFW-directed incentives in the localities   |
|                              |              | Coming up with an investment model targeting OFWs in cooperation with local banks   |
|                              |              | Encouraging larger participation through transparency efforts and giving project ownership to OFWs  |
|                              |              | Executive Order RED-C will be able to have more committed partner organizations   |
|                              | DFA-OAV      | Focused programmes looking at inter-marriages and human trafficking   |
|                              |              | More accessible servicing (regional centres and satellite offices)  |
|                              |              | Increased organizational resources  |
|                              |              | In terms of exchange visitor, monitoring of participants, consolidated data per participants  |
|                              |              | Regular evaluation of quality of services   |
|                              |              | Management workshop on financial literacy   |
|                              |              | Expansion of services, particularly occupation specific PDOS and exchange visitor programme other than the United States                              |
|                              |              | Community education services -- internmarriages, human trafficking  |
|                              |              | Widen OAV registrant base -- focus and include seafarers and dual citizens  |
|                              |              | Increasing targets: Online registration, increasing mobile registrations, encouraging NGOs to register their members, additional registration centres |
|                              | DOH          | Intensify OAV information dissemination campaign. OAV suggested to be institutionalized   |
|                              |              | IOM to partner with DOH. Ensuring agencies will have strategies and plans in ensuring health of migrant workers                                       |
|                              | Land Bank    | Exemption of OFWs in documentary stamp tax. Updating of OFW database will be necessary  |

| STAKEHOLDERS                 |              | Recommendations and Programmes/Services to be scaled-up   |
|------------------------------|--------------|---|
| Type                         | Organization |   |
| National Government Agencies | BSP          | Reaching more people through technology   |
|                              |              | Improving networking  |
|                              |              | Improvement of existing services -- using other medium to increase coverage   |
|                              |              | Collaborative efforts and assignment of coordinating agencies (e.g. specialization)   |
|                              |              | Safeguarding against spurious agencies  |
|                              |              | Mainstreaming migration and development agenda among LGU's  |
|                              | CFO          | Online counselling  |
|                              |              | Improvement in monitoring across all government sectors (out-put oriented, specific target performance, evaluation of internal and external bodies)   |
|                              |              | Setting up of OFW-directed incentives in the localities   |
|                              |              | Coming up with an investment model targeting OFWs in cooperation with local banks   |
|                              |              | Encouraging larger participation through transparency efforts and giving project ownership to OFWs  |
|                              |              | Executive Order RED-C will be able to have more committed partner organizations   |
|                              |              | Focused programmes looking at inter-marriages and human trafficking   |
|                              |              | More accessible servicing (regional centres and satellite offices)  |
|                              |              | Increased organizational resources  |
|                              |              | In terms of exchange visitor, monitoring of participants, consolidated data per participants  |
|                              | DFA-OAV      | Regular evaluation of quality of services   |
|                              |              | Management workshop on financial literacy   |
|                              |              | Expansion of services, particularly occupation specific PDOS and exchange visitor programme other than the United States                              |
|                              |              | Community education services -- intermarriages, human trafficking   |
|                              |              | Widen OAV registrant base -- focus and include seafarers and dual citizens  |
|                              | DOH          | Increasing targets: Online registration, increasing mobile registrations, encouraging NGOs to register their members, additional registration centres |
|                              |              | Intensify OAV information dissemination campaign. OAV suggested to be institutionalized   |
|                              |              | IOM to partner with DOH. Ensuring agencies will have strategies and plans in ensuring health of migrant workers                                       |
|                              |              | Exemption of OFWs in documentary stamp tax. Updating of OFW database will be necessary  |
|                              | Land Bank    |   |



| STAKEHOLDERS |               | Recommendations and Programmes/Services to be scaled-up  |
|--------------|---------------|--|
| Type         | Organization  |  |
|              |               | Currently partnering with non-bank financial institutions abroad to increase coverage  |
|              |               | Installation of new software system that would cut operational expenses in access to services of OFWs  |
|              |               | Review of partnership/s and ways to improve service delivery   |
|              |               | Aggressive information dissemination in terms of migration issues and concerns   |
|              | NRCO          | Higher protection to migrants during on-site -- increase human resource in order to increase services being offered on-site                        |
|              |               | Continuity of development through ideation, research process, policy development, and programme implementation                                     |
|              |               | Evaluation to see how much of the information recommended by international organizations and academe has been considered by programme implementers |
|              |               | Caravan, monitoring and evaluation of best practices, and enhancement of website and information campaign  |
|              |               | Strict implementation of policies aside from memo circulars  |
|              | OWWA          | PDOS -- module, system, and policy improvement including delivery process and instructors. Use of visuals to improve effectiveness                 |
|              |               | Focus programmes on vulnerable groups  |
|              |               | More options for reintegration services -- not just livelihood or entrepreneurship opportunities   |
|              |               | Launching of programmes such as HealthPro and rehab assistance   |
|              |               | Expanding medical assistance by providing assistance during first few days of hospitalization  |
|              | Pag-Ibig Fund | Provision of one-stop shop for OFWs -- all related government transactions can be done   |
|              | PhilHealth    | Provision of special package such as retirement plan   |
|              | POEA          | Streamlining of services   |
|              |               | Strengthening of policies, multi-lateral negotiation, and dissemination of advocacy/lobby at a higher level  |

| STAKEHOLDERS |              | Recommendations and Programmes/Services to be scaled-up   |
|--------------|--------------|---|
| Type         | Organization |   |
|              |              | Establishing linkages with POLOs, connectivity with other government agencies   |
|              |              | Online services, strengthening e-governance, new modes of information dissemination -- should be updated                    |
|              |              | Decentralization of services (one-stop shop at the region), additional human resource at the regional level                 |
|              |              | Anti-illegal recruitment partnership at the grass root -- help desks, capability building, legal assistance                 |
|              |              | Post arrival services -- bilateral agreement with host countries to provide post-arrival services                           |
|              |              | Reconciliation -- new process in dispute settlement   |
|              |              | PEOS should also be mandatory prior going to recruitment agencies   |
|              |              | Improvement of data -- collaboration with POEA and DOLE   |
|              |              | Collaboration with DILG and LGUs  |
|              |              | SSS membership to be mandatory/compulsory for OFWs  |
|              |              | Increase bilateral agreements   |
|              |              | Re-launching of one stop processing centre  |
|              |              | Communication plan for marketing needs to be tailor-fit. Marketing plan needs to be specific (country, class, work)         |
|              |              | Online collection and payment to reduce remittance charge fee and to fast track posting of payment on SSS members' accounts |

| STAKEHOLDERS |              | Recommendations and Programmes/Services to be scaled-up  |
|--------------|--------------|--|
| Type         | Organization |  |
|              |              |  |
|              |              |  |
|              |              |  |
|              |              | Online processing of SSS membership  |
|              |              | Intensifying the marketing strategy by deploying more SSS employees to foreign/host countries  |
|              |              | Strengthening of Arabic language training  |
|              |              | Information system strategic plan -- online processing   |
|              |              | Standardized private training centres registered with TESDA. Monitoring of standards conducted by TESDA and curriculum will also be provided |

## Appendix 4-B. Recommendations for Migrant Services Improvement and Scale-Up -- Non-Government Agencies, ILO-DWAB, 2012

| STAKEHOLDERS             |                   | Recommendations and Programmes/Services to scale-up   |
|--------------------------|-------------------|---|
| Type                     | Organization      |   |
| *Non-Government Agencies | Ang Nars          | Review competency standards of the Philippines and Japan<br>Curriculum mapping of two countries be done to know why nurses do not pass the exam<br>Philippines to open positions for nurses to work for two years as employees so that lacking two years in the curriculum will be satisfied<br>Performance evaluation for Filipino nurses be done to assess capabilities of nurses in Japan. Profile of applicants provided<br>Skills and language training be done in the Philippines in preparation for the Japanese Licensure exam<br>Japanese nurse licensure exam be given in the Philippines |
|                          | British council   | Focus on the preparation phase of the examination<br>Making resources readily available for health workers to help them prepare for the examination   |
|                          | EDI Staffbuilders | Employers and other stakeholders should continuously work hand-in-hand  |
|                          | LBS Recruitment   | Foreign countries should invest in bridging programmes  |
|                          | PGEA              | Modifying and enhancing school curriculum/standards<br>Policy that would protect migrant workers and would give the trade unions a voice and a role in protecting their rights outside the country  |
|                          | PhilPharmacists   | Improving the curriculum -- academic preparation<br>Recognition of the skills when going to other countries -- working in harmony with other countries<br>Programmes for migrant workers should be included in the existing programme. Come out with good programmes to protect them<br>Coming out with good programme in the country. Help them to improve it in order to prevent them from going out  |
|                          | PNA               | Clear policies in terms of ethical recruitment abroad<br>Equality in terms of requirement and qualifications whether you are here or abroad<br>Government agencies like POEA to involve PNA in order to have the exact data on how many nurses leave the country for employment   |
|                          | PPTA              | Consciousness about migration in undergraduates<br>Approach as part of ethics and cultural competence   |
|                          | PSLINK            | Improvement/enhancement of reintegration framework<br>Adapt national implementing guidelines for code of practice<br>Larger budget for health services or institutions that need them<br>Better coordination between agencies relevant to migration (usually fragmented approach)   |
|                          | First-Time        | Prioritize MRAs before deployment<br>Education on migration, whom to ask for help   |
|                          | Returnees         | Services provided need to be scaled-up (open communication lines, more accessible benefits, respond to needs of reintegration and language proficiency)<br>Recruitment agencies not affiliated with POEA -- open communication lines during post-arrival, on-site, and return   |
|                          |                   | Improvement of monitoring (working conditions)<br>POLO: Communicate with workers and not just those staying near the central office (e.g. through email or cell phone)<br>SSS membership to be mandatory for OFWs   |

\*Includes professional organizations, trade unions, non-government organizations and private recruitment agencies

Appendix 5. Analysis of Migration Services Input, Process, and Output, ILO-DWAB, 2012

| Service                                      | Organizations Involved   |  |  |   |   |
|--|--|--|--|---|---|
|  | OWWA   | CFO  | LBS  | EDI Staffbuilders   | PNA   |
| Pre-Departure Information/Education Services | Comprehensive pre-departure orientation programme -- four days (1st phase: PDOS; 2nd phase: Culture and language) -- provided to household workers; no specific PDOS for health workers  | PDOS: Exchange visitor and emigrants; two-hour PDOS provided twice a week; kits are provided; service is for FREE; EVP PDOS -- programme orientation per se  | In-house PDOS: Provided for FREE; with nursing consultant; intensive orientation; remittance education provided; pre-interview sessions and coaching | In-house PDOS: Provided for FREE; fee collected from agencies/employers | PDOS and PEOS: Provided every month in collaboration with POEA; specific for nurses; conducted as a CPE programme during Friday, expenses shouldered by PNA funds; included in PNA programme thrust |
|  | Country specific PDOS (previously implemented by POEA in 2003) -- provided six hours a day; four hours for returning; migration realities; country profile; employment contract; health and safety; financial literacy; OWWA programmes and services and other government programmes; travel procedure and tips; relies on multi-sectoral partnership (gov, non-gov, private); more of visuals and situations to increase learning | Peer and guidance counselling -- provides information on international travel requirements, immigration policies of host country, coping mechanisms in different situations, and information on teenage concerns; provides Filipino spouses and other partners of foreign nationals with adequate information and advice on the realities of intermarriage and migration, rights and obligations overseas, available support networks for women in distress, cultural and social realities overseas, and other information (tailor-fitted PDOS -- country, age, gender specific) |  |   |   |
|  | In-house country specific PDOS covers Canada, Japan, Denmark, and Switzerland -- conducted in OWWA main office   | Post-arrival service: Includes language courses, orientation programmes, and networking or referral services to employment agencies, migrant resource groups, and other Filipino associations within the area of settlement  |  |   |   |

| Service | Organizations Involved   |  |     |   |     |
|---------|--|--|-----|---|-----|
|         | OWWA   | CFO  | LBS | EDI Staffbuilders   | PNA |
|         | <p>Current curriculum and manual developed by DAP in 2008 with contributions and inputs from PDOS providers as well as from OFWs and OWWA officers; size of the room dictates number of participants; OWWA determines the number of participants that can be accommodated; required equipment are whiteboard, overhead projector, television set, VCD player and audio equipment</p> <p>PDOS conducted daily in NCR; region -- twice a week depending on volume; PDOS provided for FREE while OWWA accredited PDOS provider ask Php 100 fee; OWWA PDOS Unit -- Handles accreditation and evaluation of PDOS providers; content reviewed yearly; evaluation forms right after PDOS -- regularly done</p> <p>For the year 2004, OWWA allocated a total of Php 6 million (approximately US\$136,400)</p> <p>As of October 2010, a total of 262 entities and 570 PDOS trainers who are authorized by OWWA to conduct the PDOS. Each service provider ought to have at least one trainer who must satisfy the qualification standards</p> |  |     |   |     |
|         | <p>PDOS is compulsory; as soon as all documents are verified and authenticated -- must attend PDOS ASAP; PDOS provided in a welfare perspective at least for the first three to six months of employment abroad (adjustment period); OFWs with no agencies -- name-hired, government-hired, PDOS housed in POEA</p>  | <p>EVP PDOS; Only exchange visitors with complete requirements will be allowed to register and attend the PDOS; required to be at least an hour before the start of the session for registration process; also conducted for someone who is scheduled to leave for the United States before the next regular sessions of the PDOS -- mandatory</p> |     | <p>In-house PDOS; Attend PDOS once known to be fit to avoid attending PDOS at the last minute</p> |     |
|         | <b>Process</b>   |  |     |   |     |

| Service | Organizations Involved   |     |     |                   |   |
|---------|--|-----|-----|-------------------|---|
|         | OWWA   | CFO | LBS | EDI Staffbuilders | PNA   |
| Output  | OWWA -- already improving issues in terms of improvement of modules, cultural nuances, improvement of laws and policies, and improvement of system and instructors   |     |     |                   | PDOS and PEOS: 40-50 attendants every month; orientation posted at PNA website and bulletin board; also offered in regional and provincial chapters; comments from participants were positive. PDOS attendance higher than PEOS |
|         | 2010 -- estimated 200,000 undergone PDOS which covers Canada, Japan, Denmark, and Switzerland-bound workers; 580,074 ready-to-leave workers undergone comprehensive pre-departure education programme;<br><br>OWWA-accredited PDOS providers administered the PDOS to 477,481, or 34% of OFWs deployed in 2009 |     |     |                   |   |

| Service                                      | Organizations Involved  |  |  |   |
|--|---|--|--|---|
|  | POEA  | CFO  | PSLINK   | PNA   |
| Pre-Departure Information/Education Services | PEOS: Put up to address information gap in PDOS; provided since 1993; modules are designed for specific profession/skills, market, country specific; module specific for nurses is available; provides overview of the overseas employment programme, benefits and pitfalls of an overseas job, application procedures, government services available, illegal recruitment, information on labour and employment conditions and on migration realities, and details of international standards for human rights adhered to by destination countries; module currently being improved; depends on the whim of speakers; not compulsory service | Migration Information Advisory System: Computer based information tool -- covers country profile of Filipino migrants' destination countries; immigration policies, social security policies and labour policies of Filipino migrants' destination countries; profile of migrants support groups and welfare organizations overseas; profile of Filipino organizations overseas; and list of Philippine embassies and consulates | Pre-decision kit: Addresses gaps in PDOS; not regularly conducted, only if there are funds or interested parties; international funding from PSI; local funding from affiliates; provided before migration | PDOS and PEOS: Provided every month in collaboration with POEA; specific for nurses; conducted as a CPE Programme during Friday; expenses shouldered by PNA funds; included in PNA programme thrust |
|  | Input   |  |  |   |

| Service | Organizations Involved   |     |   |     |
|---------|--|-----|---|-----|
|         | POEA   | CFO | PSLINK  | PNA |
|         | <p>PEOS: provided for two to four hours and covers the following topics: illegal recruitment, list of licensed recruitment agencies, illegal agencies, application procedures including departure, on-site, and return; job-site information including culture of destination countries; and remittances financial management and livelihood projects as protection against the insecurity of overseas employment insurance coverage for workers and their families; provided for FREE (2012 POEA budget on PEOS – Php 2,689,716 nationwide); regional offices, partner LGUs, schools, NGO's conduct PEOS; five full-time staff doing PEOS with 32 pool of speakers but only ten active; conducted in POEA, communities, church organizations, schools (universities)</p> <p>Target number of participants for PEOS -- 65,000/450 sessions: Electronic Workers Orientation Facility -- PEOS can be read via computer</p> <p>No evaluation forms yet but feedback forms from partners are appreciated</p> |     | <p>Focus area: Conducted in NCR; focused in Visayas (Tacloban) and Mindanao (Davao) including areas where recruitment is strong; partner countries helped in providing country-specific information; do's and don'ts in the recruitment process; information on rights; promotion of "best practice"</p>  |     |
|         | <p>PEOS done every morning and afternoon. One-on-one PEOS is also provided; seminar provided to prospective job applicants like graduating college students, career guidance for high school students in which market trends are shown.; course is designed to be completed before migrant attends PDOS</p> <p>PEOS is being pushed for household workers to be mandatory. Before they apply, recruitment agency should look for a pre-employment certificate</p>  |     | <p>Provided regardless of number of participants as long as active affiliate; provided by PSLINK as well as PSLINK-trained educators/health workers</p> <p>Updated in partnership with other countries, since it is country specific. PSLINK has partners from the United States, the United Kingdom, Denmark, Norway, and especially Finland</p> |     |



| Service | Organizations Involved  |     |  |   |
|---------|---|-----|--|---|
|         | POEA  | CFO | PSLINK   | PNA   |
|         | PEOS covers decision-making in general, process of legal application for overseas employment job opportunities and the risks of illegal recruitment. Course is designed to be completed before migrant attends PDOS   |     |  |   |
|         | Capability enhancement are given for those who would like to help the office in providing PEOS, like teachers in schools  |     |  |   |
|         | PEOS -- registration is acquired. Partners submit initiative reports. This is also used for the PAIR Awards. Monthly submitted but not well complied  |     |  |   |
| Process | 2010 -- 77,706 participants attended 882 PEOS sessions nationwide; eight capability enhancement training seminar were held in which 349 individuals became certified overseas employment trainers; 17 seminars were conducted to curb illegal recruitment and exploitation; 215 surveillance operation; six establishments closed; 12 illegal recruiters arrested |     | Pre-decision kit is regarded as a good practice -<br>- international forums, policy-making bodies, and affiliates appreciated the idea |   |
| Output  | 2010 -- 93,192 walk-in information seekers and 69,884 telephone queries were handled through the information centre   |     |  | PDOS and PEOS: 40-50 attendants every month; orientation posted at PNA website and bulletin board; also offered in regional and provincial chapters; comments from participants were positive. PDOS attendance higher than PEOS |

|                             |                    | Organizations Involved   |  |   |  |  |  |  |   |
|-----------------------------|--------------------|--|--|---|--|--|--|--|---|
| Service                     |                    | BSP  | Land Bank  | OWWA  | POEA   | CFO  | SSS  | NRCO   | Pag-Ibig  |
|                             |                    | Financial learning campaign; module for financial literacy in PDOS provided by BSP; campaign is a one-day event provided every two months nationwide; different venues in the Philippines or international sorties, where OFW population are concentrated; in 2008, 15-minute version of the AVP was finalized and made available for distribution in the fourth quarter of 2008. AVP CDs are for distribution to OFWs through embassies and consulate offices abroad and to NGOs involved in OFW-related projects | Financial education through information dissemination campaign -- conducted during PDOS in partnership with POEA and OWWA; financial literacy campaign with OWWA and CFO; provided for FREE; coverage --all OFWs (skilled and unskilled), documented or undocumented except for OWWA partnered programme | Financial literacy lecture -- included in the six-hour country specific PDOS; financial literacy is at Module 2 (Hello World/Life at Sea) | Balik-Manggagawa Centre for Processing of PhilHealth, SSS, Pag-Ibig, OWWA concerns and other services for OFWs | Financial literacy campaign -- aims to educate and orient overseas Filipinos and their families regarding their savings, budgeting and expense tracking, and investment and remittance options | OFW caravans abroad, headed by the president and the commissioner. Able to bring the market to high concentration of OFWs abroad, addressing their needs, listening to their stories and providing them with a better hope through SSS pension and savings | Counselling on savings, financial planning, money management and investment options; financial literacy and money management; financial literacy project in PDOS in partnership with OWWA and POEA; financial literacy or investment options (advocacy/information/training) | PDOS: Orientation on Pag-Ibig membership benefits |
| Personal Financial Literacy | Financial Literacy | Input  | Partnership with CFO and OWWA to extend participation of families of OFWs during conduct of PDOS   |   |  | Pinoy Wise Movement: Information value formation and education campaign to encourage OFWs and their families to save and invest migrants' hard-earned money wisely                             | 70 staff are operating the international operations division: 11 foreign representative deployed in top OFW destinations: Dubai, Abu Dhabi, Qatar, Kuala Lumpur, Singapore, Hong Kong (China), Thailand, Europe, Israel                                    |  |   |
|                             |                    |  | Tips/techniques on saving, investments, options in remittances; education for OFWs and their beneficiaries to gain financial independence; FLCs in different regions in the country since 2006 -- OFWs targeted  |   |  |  |  |  |   |

| Service |         | Organizations Involved  |   |      |      |     |   |   |          |
|---------|---------|---|---|------|------|-----|---|---|----------|
|         |         | BSP   | Land Bank   | OWWA | POEA | CFO | SSS   | NRCO  | Pag-Ibig |
|         | Process | Financial learning campaign through road shows of AVPs in countries with high concentration; financial learning education session through PDOS in partnership with OWWA and recruitment agencies; anti-money laundering information dissemination | Financial education briefings -- on site, or with our OROs (overseas remittance officers); discuss/mention services, remittance channels, partners they can bank on   |      |      |     |   | Financial literacy project -- precedes the entrepreneurship development training delivered for the families and workers while on site. How to save and manage finances. Not a full blown scale yet but happening in all PDOS venues. On site it is conducted by the banks, OWWA, the DOLE, and other organizations. Many associations are doing it now on their own initiatives. It is coordinated with POLOs and embassies |          |
|         | Output  | Conducted 58 local FLCs for 7,297 participants in key Philippine cities and regions between Feb 2006 and Aug 2012   | Ballpark figure of accounts involved as OFW-related accounts (both OFWs and beneficiaries) -- as of July 2012, almost 35,000 accounts. These include regular savings peso, ATM savings peso and US dollars savings peso |      |      |     | On average there are only 250,000 OFWs that are actively paying their contribution for SSS. This is due to some constraints, like processing remittances, and being unable to reach more Filipinos abroad due to operational cost of putting up an office on post. There are also limitations in information dissemination, as there is an inability to increase foreign personnel abroad |   |          |
|         |         | Conducted 14 FLC international road shows for 2,179 participants from 2008 to January 2011  |   |      |      |     |   |   |          |

| Service |  | Organizations Involved  |           |      |      |     |     |      |          |
|---------|--|---|-----------|------|------|-----|-----|------|----------|
|         |  | BSP   | Land Bank | OWWA | POEA | CFO | SSS | NRCO | Pag-Ibig |
|         |  | The audio visual presentation was finalized and made available for distribution in the fourth quarter of 2008 |           |      |      |     |     |      |          |
|         |  | On 7 May 2009, the FLC AVP was screened in the launching of the country specific PDOS seminar of the POEA     |           |      |      |     |     |      |          |
|         |  | The AVP and PowerPoint presentation used in the conduct of FLCs are also posted on BSP website                |           |      |      |     |     |      |          |

| Service   | Organizations Involved   |  |  |  |
|---|--|--|--|--|
|   | BSP  | CFO  | Land Bank  | Pag-Ibig   |
| Personal Financial Security<br><br>Savings and Remittance Facilities<br><br>Input | <p>Policies: BSP Circ. No. 534 (26 June 2006); BSP Circ. No. 522 (23 March 2006). Alternative modes of remittances; MOA with participating banks; OFW portal</p>                 | <p>RED-C: Funded by Western Union and UNDP; Pilot-site: Ilocos Norte and Taguig City; Focus: Concentration of overseas Filipino (OF) families/households that receive remittances from OF destinations (Middle East, UAE, Saudi Arabia), as well as immigrants from the United States</p>  | <p>Provision of ATM cards and account instantly pre-departure if an overseas worker so decides; IWRs (Land Bank's Inward Remittance System), an Internet-based remittance solution that allows Land Bank's overseas offices and agents abroad to initiate and effectively handle remittances to be coursed through Land Bank</p> | <p>Remittance facilities abroad: 18 offices; withdrawal upon maturity of account; retirement, disability, death, or decision to leave country for good</p> |
|   | <p>Inter-operability of three major ATM networks: Megalink, Expressnet and Bancnet unifying operations of country's more than 8,000 ATMs to make remittances more accessible</p> | <p>One full-time staff; partners include government, private, Association of Bank Remittance Officers Inc. (Big banks like BDO, BPI, PNB, Metrobank, Land Bank), regulatory bodies, Bangko Sentral ng Pilipinas, Insurance Commission, Securities and Exchange Commission, development partners, UNDP, remittance organizations, Western Union, LBC (URL—up-scaling remittances in LGUs), Lhuillier, implementation/operations: LGUs (provincial, city, Barangay), local banks</p>                         | <p>OFW Cash Card—an electronic debit card that facilitates cash transactions like balance inquiry and withdrawals via ATMs; access account 24 hours a day, seven days a week through more than 800 Land Bank ATMs and 7,500 ATMs of Expressnet, Megalink and Bancnet nationwide; withdraw up to Php 30,000 a day</p>             |  |
|   |  | <p>Pinoy Wise Movement</p>   | <p>Foreign currency deposit unit: online branch locator and ATM locator for easy mapping and access to ATMs and branches</p>   |  |
|   |  | <p>Remittance for Development Council: policy forum; development of collective remittance models for local economic development; capacity assessment and capacity building; collective remittance models for local economic development; formulation of specialized investment products and service to overseas Filipinos; awareness and marketing campaign/road show in European and Asia Pacific corridors/local provinces; pilot implementation and scaling up of collective remittance model (e.g.</p> | <p>Present in major destinations abroad such as Singapore, Malaysia, Indonesia, Japan, Korea, Hong Kong-Macau, Greece-Cyprus, England, Rome, Spain, UAE and KSA, Oman, Qatar, Kuwait, Bahrain), Israel, and Jordan.</p>  |  |

| Service | Organizations Involved  |   |   |  |
|---------|---|---|---|--|
|         | BSP   | CFO   | Land Bank   | Pag-ibig   |
|         |   | mobilization of collective remittances, fund matching, fund management and investment, capacity building; valuation and documentation of collective remittance model, and lessons learned                                   |   |  |
|         |   | Coverage: An inventory of related remittance-related policies and laws for situational assessment; capacity training; heightening knowledge on migration issues and related programmes (Bohol, Ilocos, Davao, Naga, Taguig) |   |  |
|         | Phil Pass Remit System -- remittances are safely transferred and charges are lower (by 90%) vs. direct bank transaction or informal channels credit-to-other banks approach |   |   | Savings services until withdrawal. Withdrawal of savings upon maturity of account, retirement, disability, or decision to leave country for good |
|         | Process   |   |   |  |
|         | Output  |   | Lowest fee when it comes to facilitating remittances from abroad; 3.6% to 2.7% of volume of total remittances |  |

| Service                              | Organizations Involved |  |   |   |   |  |
|--------------------------------------|------------------------|--|---|---|---|--|
|                                      | OWWA                   | PhilHealth   | SSS   | CFO   | Pag-Ibig  | Land Bank  |
| Social Security and Welfare Services |                        | Overseas Workers Programme: Health of OFWs including their qualified dependents are covered, whether they get to be confined locally or overseas, plus reimbursements can still be made even if expenses are fully or partially shouldered by their insurance providers abroad; no regulatory/waiting period in availing the benefits. Similar to Sponsored Programme Members, OFWs and their families can avail them from day one | Insurance to overseas employers by partnering with OWWA and POEA and presenting SSS during PDOS, and having a post at the Balik Manggagawa centre at POEA   | Lingkod sa kapwa Pilipino Programme: Transfer of assistance from Filipinos and other donors overseas to support projects in livelihood development, education, health and welfare, small-scale infrastructure, and technology and skills transfer | Membership is compulsory; need to pay the initial Php 100 fee and sustain Pag-Ibig membership; Pag-Ibig membership as prerequisite to claiming Overseas Employment Certificate; orientation on Pag-Ibig membership benefits conducted through PDOS being provided by OWWA | Bahay Para sa Bagong Bayani (3B) Programme: Improve the living condition of OFs through the provision of shelter or improvement and renovation on their future or existing abode at relaxed and flexible terms; Land Bank provides reasonable loan advantage terms for them. |
|                                      |                        | Cost: Php 2,400 per annum  | Overseas Filipino Workers Coverage Programme: Covers all OFWs not over 60 years of age, whether previously member or not; coverage takes effect upon payment of first monthly contribution; continue to pay your monthly contributions until you reach the age of 60-65; benefits include sickness, maternity, retirement, disability, death, and funeral while loan will include salary, housing, and housing repair and improvement |   | Pag-Ibig Membership Programme is a savings programme that provides Filipino workers the opportunity to save for their future and avail of a housing loan of as much as Php 3 million  | Requirements for eligible borrower are as follows:<br>Holding a live contract from employer; Filipino citizenship; at least 21 years old and not more than 65 years old upon maturity of the loan; clear of adverse credit findings with other creditors                     |
|                                      |                        | Spouse not member of PhilHealth; children (legitimate, illegitimate, legitimated, adopted, and step children) aged 21 years old and below during the time of hospital admission with no job or spouse. If 21 years old and above but with physical, congenital, or psychological disabilities; parents (step and adoptive parents) aged 60 years and above   | Contribution would cost from Php 520 to Php 1,560; for OFW programme, budget allocation is 12% of whatever is collected in the year and 3% from investment income. 5% of the total budget goes to foreign operations, which is never enough considering the high number and concentration of OFWs to be reached   |   | Savings services until withdrawal. Withdrawal of savings upon maturity of account, retirement, disability, or decision to leave country for good; registration through central or regional offices; online registration   |  |

Assessment\_main.indd 99



| Service       | Organizations Involved   |  |   |     |  |           |
|---------------|--|--|---|-----|--|-----------|
|               | OWWA   | PhilHealth   | SSS   | CFO | Pag-Ibig   | Land Bank |
|               |  |  | Payment period: Loan shall be repaid within a maximum term of 30 years and should not exceed the difference between 70 years and the present age of the principal borrower; loans up to Php 400,000 – interest rates are reprised every three years; member of legal heirs are entitled to claim total savings from the fund upon termination of membership. Any pending Pag-Ibig obligations the member may have will be deducted from their total savings; membership may be terminated due to membership term maturity, death, retirement, permanent total disability or insanity, permanent departure from the Philippines, and termination from service due to death |     |  |           |
|               |  | In the OFW bilateral agreement, most countries allow PhilHealth to provide the needed medical assistance of OFWs in every area of the host country |   |     |  |           |
|               |  | All families of OFWs who become members and are leaving the country are referred to health care providers for preventive care                      |   |     |  |           |
|               | Social Services and Family Welfare Assistance Programme: 4,821 OFWs availed of the Filipino Expatriate Livelihood Support Fund (FELSIF), a safety net loan programme for displaced workers | Percentage of PhilHealth registered members to total stock estimates for temporary OFWs 2010 is 58.75% (2,336,696)                                 | Two million are members, 700,000 have SSS number and only 250,000 are actively paying   |     | Targets for membership – 20% of Pag-Ibig members are migrant workers |           |
| <b>Output</b> |  |  |   |     |  |           |

| Service | Organizations Involved  |  |  |     |   |           |
|---------|---|--|--|-----|---|-----------|
|         | OWWA  | PhilHealth   | SSS  | CFO | Pag-Ibig  | Land Bank |
|         | affected by the 2008 global financial crisis; a total of Php 218,992,553 was released in 2010 with maximum of Php 50,000 loan per borrower; there were 203 loan avalees under the OWWA-NLDC Livelihood Development Programme for OFWs, extending a total of about Php 28,340,000 in loan assistance |  |  |     |   |           |
|         |   | Percentage of total registered OWP members per area of distribution as of July 2012: Northern and Central Luzon -- 764,909 (29.46%); NCR and Southern Luzon -- 1,159,718 (44.67%); Visayas area -- 291,298 (11.22%); Mindanao Area -- 380,447 (14.65%); registered OWP members with declared dependents 2011 -- 1,310,012 (48.55%); claim availments of OFW members and their dependents (families) for 2005-2010 -- Php 3,681,985,230 | OFW sector has always been the highest in contribution in terms of active payment collection |     | So far, only 40% remittances from migrant members |           |
|         |   | Premium contribution vs. benefit payment (2005-2011): Premium collection in millions -- 4,589.15; benefit payment in millions -- 4,549.57; 2.3 million cumulative since 2005-2011. That is only about 20% of the 10 million OFWs abroad  |  |     | Bulk of collection comes from sea-based members   |           |

| Service                              | Organizations Involved   |   |  |   |  |
|--------------------------------------|--|---|--|---|--|
|                                      | OWWA   | CFO   | PGEA   | Ang Nars  | PS Link  |
| Social Security and Welfare Services | Disability and dismemberment benefit: Benefit up to Php 100,000 for injuries sustained due to injuries while working abroad; death benefit: Php 100,000 in case of death due to natural cause and Php 200,000 in case of death due to accident, to be received by the legal heirs; burial benefit: rider of Php 20,000 shall be received by the legal heir for funeral expenses  | Lingkod sa kapwa Pilipino Programme: Transfer of assistance from Filipinos and other donors overseas to support projects in livelihood development, education, health and welfare, small-scale infrastructure, and technology and skills transfer | Policy advocacy on protecting the rights of its member in accordance to the Magna Carta on Human Rights  | Release position papers, provide legal representation to exploited nurses and lobby nurses' rights; advocacy to nurse's rights and welfare locally and globally   | Advocacy and policy development: Active in shaping policies at the global and regional level; part of HRHN -- developed ethical recruitment guidelines |
|                                      | Workers Welfare Assistance Programme: On-site welfare case management; includes request for assistance on OFW whereabouts, psycho-social counselling, conciliation, airport assistance, hospital/prison/work camp visitations and legal assistance to OFWs who wish to pursue labour/welfare case in the court of the host country; in-house country welfare case management: Include requests by families and NOKs for assistance from post-repatriation assistance, counselling, referrals, and other concerns. Request for assistance from NOKs or from OFWs can be channeled through the 24/7 Operations Centre and OWWA Regional Office |   | Advocating on a policy that would create a role for the trade unions to provide assistance and fight for the rights of migrant workers   | In partnership with POEA, Ang Nars advocates STOP Illegal Recruitment campaign by emphasizing the role of proper orientation, education and information dissemination to migrants, specific to nurses seeking employment abroad |  |
|                                      |  |   | Yearly trainings and seminar for PGEA members on health awareness, occupational safety and other welfare concerns; talks and convention to increase awareness of employees about the trade union |   |  |
|                                      |  |   | Membership fee: Php 40; Php 1 contribution/month   |   |  |



| Service | Organizations Involved |     |      |           |         |
|---------|------------------------|-----|------|-----------|---------|
|         | OWWA                   | CFO | PGEA | Ang Nairs | PS Link |
|         |                        |     |      |           |         |
| Process |                        |     |      |           |         |
| Output  |                        |     |      |           |         |

| Service                              | Organizations Involved |   |   |
|--------------------------------------|------------------------|---|---|
|                                      | OWWA                   | DOH   | PhilHealth  |
| Social Security and Welfare Services | Input                  | HealthPro and Medical Rehabilitation Programme: Provided hospitalization benefits and medical rehabilitation services to OFWs who were diagnosed with diseases or suffering from physical and mental illness  | RA 10022 with respect to the referral/decking system being implemented by OFW clinics: Regulate the physical, optical, dental, psychological and other similar examinations, hereafter referred to as health examinations, on Filipino migrant workers as requirement for their overseas employment |
|                                      |                        |   | See PhilHealth Analysis in Social Security sheet  |
|                                      | Process                | Every Filipino migrant worker shall have the freedom to choose any of the DOH-accredited clinics that will conduct his/her health examinations and that his or her rights as patient are respected  |   |
|                                      | Output                 | Health Pro and OFW Medical Rehabilitation Programme: Existent social benefit services were extended to some 3,908 avalees, registering a 45% increase from the total avalees of 2,696 of the previous year; 533 OFW members received medical hospitalization and rehabilitation benefits assistance amounting to Php 27,767,527.65; OWWA forged partnership with 42 hospitals throughout the country; granted a total of Php 250,540,000 to some 1,846 survivors of deceased OFW members for death and burial claims; a total of Php 35,763,000 was granted to 1,529 OFW avalees of the Disability, Dismemberment, and Total Disability Benefit Programme |   |
|                                      |                        | Community Reach-out Programme: Total of 101,366 OFWs were served/reached for the year with hospital/camp visitations, medical missions, and special/institution events, among others  |   |

| Service                              | Organizations Involved  |   |   |   |
|--------------------------------------|---|---|---|---|
|                                      | DFA-OWMWA   | POEA  | OWWA  | CFO   |
| Social Security and Welfare Services | Human resource: Undersecretary; executive secretary; special assistant; four principal assistants (w/15 staff); legal officer and assistance to nationals (ATN) in every post   | Overseas workers protection through legal assistance: Direct legal assistance is being provided -- we bring lawyers from our legal assistance division                  | Legal assistance fund: Created to provide legal assistance to documented workers while on-site who have filed labour or welfare-related cases   | Global Legal Assistance Programme: Mobilizes support of overseas and local Filipino lawyers and legal experts to provide legal assistance and advice to overseas Filipinos in distress; support addressing assistance-to-nationals (ATN) cases related to inter-marriage, domestic violence, and mail-order bride schemes |
|                                      | Operating cost: ATN fund -- Php 267 million (2012) used on repatriation, cost of shipment of remain/cremation, temporary accommodation, food and basic supplies, medical evacuation, hospitalization, ATN missions, immigration penalties and related changes; legal assistance fund -- Php 60 million (2012) used on criminal cases and labour disputes, appeals of death penalty or life sentences, filing of cases, fees for private counsel, bail bonds, court fees, litigation expense, amicable settlement, travelling and communication expenses | Anti-illegal recruitment: Provides workers education, informing the workers on illegal recruitment, legal assistance for victims; promotion against illegal recruitment | On-site welfare case management: Request on-site assistance for OFWs' whereabouts, psychosocial counselling, conciliation, airport assistance, hospital/prison/work camp visitations and legal assistance to OFWs who wish to pursue labour/welfare case in the court of the host country | Clientele: Filipino emigrants and immigrants or permanent residents abroad; Filipino overseas who have become citizens of other countries; Filipino fiancé, spouses, and other partners of foreign nationals leaving the country; descendants of Filipino overseas  |
|                                      | Offices: 94 foreign service posts (67 embassies, four permanent missions, 23 consulate-general); 84 Philippine honorary consulate; 40 POLOs   | Prosecution division: Endorses cases of illegal recruitment to the Department of Justice  |   | Services provided free of charge; operational budget from GOP   |
| Legal Assistance                     | Partners: Office of the Vice-President, OWWA, POEA, DOLE, Migrante International, congressmen and senators, LGUs  |   |   |   |
| Input                                |   |   |   |   |

| Service        | Organizations Involved   |      |   |     |
|----------------|--|------|---|-----|
|                | DFA-OUMWA  | POEA | OWWA  | CFO |
|                | No cost in availing the services   |      |   |     |
|                | ATN form duly accomplished by the next-of-kin or the person seeking assistance; or letter of endorsement coming from concerned parties, e.g. politicians, non-governmental institutions, media. The form/referral should provide name, address and contact number of the OFW and their employer and/or foreign and local agency; copy of the passport/visa/employment contract of the OFW; the reason of request |      | Legal assistance fund: Feedback within 24 hours, 7 days (24/7) a week   |     |
| <b>Process</b> | <p>OUMWA to refer the case to Post: Relay the pertinent details of the case (reasons why OFW is in distress, employment details of OFW, etc.); Post to make representations with the employer and/or concerned authorities of the host government</p> <p>Usual duration of cases: Minimum of two weeks; deliver 15 days upon receipt of the case</p>   |      |   |     |
| <b>Output</b>  | No. of cases handled: Approximately 100/week w/out walk-ins; walk-ins -- 40-50/week; physical output -- organization avoids setting targets (would mean there are many Filipino in distress overseas)  |      | Legal assistance fund: Around 78 OFWs were extended assistance (2010); 5,217 cases monitored ranging from requests for verification on health condition, financial support, waiver of lending, transfer of employer, immediate repatriation, among others |     |

| Service                              | Organizations Involved  |   |   |   |   |   |  |  |
|--------------------------------------|---|---|---|---|---|---|--|--|
|                                      | DFA-OUMWA   | POEA  | OWWA  | CFO   | BSP   | Pag-Ibig  | LBS  | EDI Staffbuilders                            |
| Social Security and Welfare Services | Human resource: Undersecretary; executive secretary; special assistant; four principal assistants (w/ 15 staff); legal officer and assistant to nationals (ATN) in every post   | Once Country Team Approach: Repatriation assistance and coordination: POEA is the primary responsible on the workers hired abroad. OWWA and OUMWA are in charge with the Balik Manggagawa. Agencies are required to provide tickets for the people they deploy. There is a sanction if they do not comply. POEA act as police if they do not comply | Repatriation assistance programme is the frontline service: Provides assistance for free. Nothing is charged to the recruitment agency; coverage -- all overseas Filipinos who are distressed, medically ill, mentally ill, die abroad  | 1343 Actionline Against Human Trafficking and repatriation assistance | Currency exchange and repatriation assistance initiative for post-entry OFWs, especially during a mass repatriation; currency exchange facility -- not regularly given, special circumstances only  | Assistance for repatriated members and members encountering work issues (i.e. allowed to withdraw 80% of savings) | Through global tracking system (application of inter phase protocol arrangement), the first agency to safely repatriate workers from Libya; they have no additional fees. System is already in place | Post deployment assistance -- done as needed |
|                                      | Operating cost: ATN fund -- Php 267 million (2012) used on repatriation, cost of shipment of remain/cremation, temporary accommodation, food and basic supplies, medical evacuation, hospitalization, ATN missions, immigration penalties and related changes; legal assistance fund -- Php 60 million (2012) used on criminal cases and labour disputes; appeals of death penalty or life sentences, filing of cases, fees for private counsel, bail bonds, court fees, litigation expense, amicable settlement, travelling and communication expenses |   | Operating cost: Fund cannot be divulged but said that it is enough to assist all migrant workers being repatriated; in case of mass repatriation, partner non-government organizations and some sponsors help financially to sustain operations for repatriation to all migrant workers |   | Currency exchange facility -- immediate liquidity assistance to deported/repatriated OFWs; allow conversion of money (through BSP or other banks) up to Php 10,000 (maximum); transaction can also be done with BSP regional banks and banks in the airport | Service can be availed by Pag-Ibig members; membership is Php 100   |  |  |
|                                      |   |   |   |   |   |   |  |  |



| Service | Organizations Involved  |      |  |     |   |          |     |                   |
|---------|---|------|--|-----|---|----------|-----|-------------------|
|         | DFA-OUMWA   | POEA | OWWA   | CFO | BSP   | Pag-Ibig | LBS | EDI Staffbuilders |
|         | Offices: 94 foreign service posts (67 embassies, four permanent missions, 23 consulate-general); 84 Philippine honorary consulate; 40 POLOs |      | Partners: DFA-OUMWA, POEA, DSWD, Alliance of Former OFWs, Kabayan Hotel  |     | Php 10,000 limit given for protective measures of BSP due to possibility of loss, e.g. demonetization |          |     |                   |
|         | Partners: Office of the Vice-President, OWWA, POEA, DOLE, Migrant International, congressmen and senators, LGUs                             |      | Activities:<br>Orientation on OWWA's function on repatriation assistance in case of an emergency situation on-site; assistance in preparing for travel back to the home country; negotiations with employer, if needing repatriation or can still be settled. If repatriation is necessary, welfare office assists in securing exit visa from the employer; airport assistance; shelter assistance; counselling and debriefing assistance; ambulance transport assistance or pre-hospitalization and admittance to the hospital assistance; transport to the province assistance |     |   |          |     |                   |

| Service | Organizations Involved  |      |  |     |   |          |     |                   |
|---------|---|------|--|-----|---|----------|-----|-------------------|
|         | DFA-OUMWA   | POEA | OWWA   | CFO | BSP   | Pag-Ibig | LBS | EDI Staffbuilders |
|         | No cost in availing the services  |      |  |     |   |          |     |                   |
|         |   |      |  |     |   |          |     |                   |
|         |   |      |  |     |   |          |     |                   |
|         | <p>ATN form duly accomplished by the next-of-kin or the person seeking assistance, or letter of endorsement coming from concerned parties, e.g. politicians, non-governmental institutions, media. The form/referral should provide name, address and contact number of the OFW and their employer and/or foreign and local agency; copy of the passport/visa/employment contract of the OFW; the reason of request</p> <p><b>Process</b></p> |      | When a relative or the next-of-kin of the migrant worker is in need of repatriation, the OWWA-RAD will have to check with the office staff abroad of the situation of the worker |     | To avail service, present any special documentations and passports (stamped by BSP); for undocumented OFWs -- basic: passports and travel documents; additional: as need be |          |     |                   |

| Service | Organizations Involved   |      |  |     |     |          |     |                   |
|---------|--|------|--|-----|-----|----------|-----|-------------------|
|         | DFA-OUMWA  | POEA | OWWA   | CFO | BSP | Pag-Ibig | LBS | EDI Staffbuilders |
|         | OUMWA to refer the case to Post: Relay the pertinent details of the case (reasons why OFW is in distress, employment details of OFW, etc.); Post to make representations with the employer and/or concerned authorities of the host government |      | During the time that the migrant worker is still in the host country, the welfare officer assists the migrant welfare along with the POLO to arrange exit visa to be secured from the employer. Once the employer already agrees to secure the exit visa, then the migrant will be travel ready, and the welfare officer will have to inform the family and the repatriation team in the Philippines for arrangement of assistance to be conducted |     |     |          |     |                   |
|         |  |      | Repatriated OFWs are accorded with airport assistance. OWWA has a committee on site at NAIA that is on duty until 11pm, to assist repatriated migrant workers  |     |     |          |     |                   |

| Service | Organizations Involved |      |   |     |     |          |     |                   |
|---------|------------------------|------|---|-----|-----|----------|-----|-------------------|
|         | DFA-OWMWA              | POEA | OWWA  | CFO | BSP | Pag-Ibig | LBS | EDI Staffbuilders |
|         |                        |      | For medically ill repatriated migrant workers, ambulance assistance is also available for transport to the hospital   |     |     |          |     |                   |
|         |                        |      | Temporary shelter at the Halfway Home is provided, an average of 15 days stay is provided for the repatriated migrant worker who still needs assistance from OWWA, or who are waiting for their family to pick them up<br>Psycho-social counselling, stress debriefing are also done by social workers that are also part of the team in OWWA-RAD |     |     |          |     |                   |

| Service | Organizations Involved   |      |   |     |     |          |     |                   |
|---------|--|------|---|-----|-----|----------|-----|-------------------|
|         | DFA-OUMWA  | POEA | OWWA  | CFO | BSP | Pag-Ibig | LBS | EDI Staffbuilders |
|         |  |      | Provision of transport services or fares for their onward travel to their provinces   |     |     |          |     |                   |
|         | Usual duration of cases: Minimum of two weeks; delivered 15 days upon receipt of the case  |      | Activities at the OWWA-RAD head office in Manila involves assisting requests for repatriation assistance and requests coming from referrals; waiting for notice of repatriation date arrival of OFW   |     |     |          |     |                   |
| Output  | No. of cases handled: Approximately 100/week w/out walk-ins; walk-ins – 40-50/week; physical output -- organization avoids setting targets (would mean there are many Filipino in distress overseas) |      | <ul style="list-style-type: none"><li>• Total number of repatriated OFWs and assisted at the airport: Year 2012 (1st semester):</li><li>• Total: 3,985</li><li>• OFWs</li><li>• Distressed: 3,619 (90.8%)</li><li>• Physically-ill: 167 (41.9%)</li><li>• Human remains: 117 (2.9%)</li><li>• Mentally-ill: 82 (2.1%)</li><li>• Minors/infant: 0</li><li>• More women (3,305) were repatriated than men (680)</li><li>• Top country</li></ul> |     |     |          |     |                   |

| Service | Organizations Involved |      |   |     |     |          |     |                   |
|---------|------------------------|------|---|-----|-----|----------|-----|-------------------|
|         | DFA-OUMWA              | POEA | OWWA  | CFO | BSP | Pag-ibig | LBS | EDI Staffbuilders |
|         |                        |      | repatriated OFWs came from are from Middle East and African countries (3,519 or 88.3%); European, American and Trust territories ( 351 or 8.81%) and Asia (115 or 2.89%); Syria (1,172) and Kuwait (796) are the top two countries where most repatriated OFWs came |     |     |          |     |                   |

| Service                           | Organizations Involved  |   |  |   |
|-----------------------------------|---|---|--|---|
|                                   | British Council   | TESDA   | OWWA   | EDI Staffbuilders   |
| Competency and Skills Enhancement | Language testing exam: Provision of academic and professional examination to help organizations/companies/employers in the United Kingdom and other countries to screen foreign applicants for employment or for academic purposes; language exam is compulsory, particularly for English destination countries | Intensive training in literacy, writing, speaking, and listening skills in various languages (English for BPO industry, Mandarin for big restaurants locally, Japanese for JPEPA, Korean, Spanish, Arabic for overseas employment)  | Language training: Component of the comprehensive pre-departure education programme provided for three to six days for household service workers consisting of language training, culture familiarization, and stress management; language training includes Arabic, Hebrew, Mandarin, and Cantonese. Italian is designed for ready to leave household workers | Language training: Provided for nurses (licensed practical nurses) bound for Finland; done through private sector initiative (invested setting up an office in the Philippines and a training centre in coordination with EDI); training centre -- Finnish language training for 5 months; provided for nurses with one to two years experience here in the Philippines |
|                                   | Examination fee: Php 8,986 -- included are value-added services for test-takers such as 20-hours online use for free, workshop for interview sessions, free use of IELTS resource centre; review materials are not for free   | Provided for FREE; training provided for a total of 100 hours   |  |   |
|                                   | Conducted in 13 testing centres nationwide; NCR --conducted three times a month; Baguio, Cebu, Davao, Cagayan de Oro -- once a month; Naga, Iloilo, Bacolod, Pangasinan -- conducted every other month; Tacloban -- quarterly; Batangas and Ilocos --seasonal   | JPEPA Japanese Language Training: Qualified nurses and caregivers (already screened by POEA, JICWELS) with three years hospital experience; for nurses and caregivers -- customized for health care, six months training duration (previously: three months); 6 months preparatory in the Philippines, another six months in Japan; intensive training for six days/week, 8am-5pm; POEA, JICWELS -- handles recruitment and selection via online, more than three months, including three alphabets (Katakana, Hiragana, Kanji); reading, writing, speaking and medical terms, culture -- 15 students/class; sectioning/grouping later on based on learning ability |  |   |
| Language Proficiency              |   |   |  |   |
| Input                             |   |   |  |   |

| Service        | Organizations Involved   |   |   |  |
|----------------|--|---|---|--|
|                | British Council  | TESDA   | OWWA  | EDI Staffbuilders  |
|                | Human resource: 11 staff -- six test supervisors, three marketing, two support staff   | Assessment/final evaluation of Japanese proficiency -- done by Japan Foundation; evaluation conducted every after training programme (computerized)   |   |  |
|                | IELTS orientation is given before the examination, a month before the exam; module is given for preparation, of which there are 2 kinds: Academic module for applicants who are taking the test to pursue study in the United Kingdom or Australia; general training for those applicants who are going to the United Kingdom or Australia for work or migration | JPEPA usually immediately follows up with any trainee with problems and comes up with solutions as soon as possible; trainees usually faithfully adhere due to rigorous standard of Japanese training |   | First two years in Finland -- work on home for the aged/elderly (work for four days, one day study Finnish); after one year, they will be capable of passing the board exam in Finland; second year, they're already proficient with the language so they can work in other hospitals; they have level-one test exam they have to pass for admission |
| <b>Process</b> | IELTS workshop -- fee: Php 2,200 inclusive of workshop handbook, lunch and snacks; four parts in the examination: Listening, writing, reading and speaking; passing rate of IELTS depends on the organization/institution or employers minimum standard passing requirement rate   | 100-batch as screened through a qualification process (interview and exam) conducted by POEA and TESDA, together with Japan Foundation  | Comprehensive Pre-Departure Education Programme (CPDEP) -- 580,074 ready-to-leave workers underwent the programme | Last April -- graduated (language training) and deployed to Finland; target was 20, but three did not pass the exam  |
| <b>Output</b>  |  | Third batch of 100 to start 5 December 2012 - June 7, 2013; first batch -- 133; second batch - 100  |   | 8  |



| Organizations Involved |  |   |  |  |  |  |  |   |
|------------------------|--|---|--|--|--|--|--|---|
| Service                | NRCO   | OWWA  | CFO  | TESDA  | Land Bank  | SSS  | PNA  | PhilPharm   |
| Reintegration          | Beneficiaries: OFW returnees, returning OFWs, distressed OFWs, returnees; families of OFW returnees, returning OFWs, and distressed OFW returnees                | Education for Development Scholarship Programme -- scholarship for qualified dependents of OFWs consisting of a maximum of Php 60,000 per school year, leading to four to five-year baccalaureate course in any college or university                               | Diaspora to Development, or the D2D Initiative-- provides framework and strategies for mobilizing Philippine diaspora                  | Offers skills training and retooling for returnees and dependents in its regional and provincial offices -- together with NRCO as part of the counselling services on re-entry planning and preparation, business counselling, and skills and entrepreneurial training in the Philippine | 2 Billion Reintegration Fund -- special loan programme with OWWA and DBP to support enterprise of OFW and their families; OWWA forged a partnership to provide enterprise opportunities for OFWs on a sustainable basis; OFWs as certified and endorsed by OWWA to Land Bank | Flexi-Fund -- retirement protection scheme for retired overseas workers  | Balik-Turo Programme -- Filipino nurses abroad go back to the Philippines to share their knowledge and expertise; PNA, PNA, ADPCN conduct Balik-Turo Programme (one in AM and one in PM) -- conducted as a form of CPE; schedule is usually Friday; conducted in PNA office (national); PNA America sponsor convention every two years. They also volunteer for this Balik-Turo programme. Many local nurses signify willingness to attend; PNA facilitate request of migrant nurses in terms of medical mission. PNA facilitate the request for Special Temporary Permit with PRC | Sharing of expertise on advancement in the practice-- they come and share with us (Filipino pharmacists working abroad) |
|                        | Resources: 11 staff at the national office; no regional office but with assigned person in OWWA regional field units; embassy partners providing onsite services | OFW Dependent Scholarship Programme -- scholarship consisting of a maximum of Php 20,000 assistance per school year leading to a baccalaureate or associate degree in a state college or university. OFWs' parents must have monthly salary not more than Php \$400 | Business Advisory Circle -- matching and linkage programme that assists overseas Filipinos set up business partnerships in the country | Advance Reintegration Team -- TESDA-provided training certification in the host country  | Land Bank provided the funding   | Benefits: Supplement pension benefits under the regular OFW coverage; members that reach retirement or become disabled will receive benefits equal to total Flexi-Fund contribution plus earning either in the form of |  |   |
| Input                  |  |   |  |  |  |  |  |   |

| Service | Organizations Involved  |  |   |       |   |  |           |
|---------|---|--|---|-------|---|--|-----------|
|         | NRCO  | OWWA   | CFO   | TESDA | Land Bank   | SSS  | PhilPharm |
|         |   |  |   |       |   | monthly pension, lump-sum payment or combination                         |           |
|         | Programme Component -- counselling: Values formation, family support, importance of preparing for eventual return and realization of their family goals as an offshoot of overseas employment; counselling on re-entry options such as wage employment, livelihood, entrepreneurship and business option; counselling on savings, financial planning, money management and investment options | Education and Livelihood Assistance Programme -- scholarship for survivors of deceased OFWs consisting of Php 5,000 for elementary, Php 8,000 for high school, Php 10,000 for college (per school year) and livelihood assistance of Php 15,000 for the surviving spouse | Alay Dunong Programme -- systematizes and strengthens skills and technology exchange/transfer between overseas Filipinos and the mother country in fields such as science and technology, engineering, arts and culture |       | Loan Amount: Minimum -- Php 300,000; maximum -- Php 2 million | Coverage: OFW members paying contribution based on monthly salary credit |           |
|         | Programme component -- training and capability building: Skills training, retooling and upgrading; financial literacy/money management; entrepreneurship training   | Skills for Employment Scholarship Programme -- maximum of Php 14,500 per course leading to the completion of a vocational or technical course in any school accredited by TESDA  | Diaspora Investment -- new financial instruments are developed and promoted for overseas Filipinos to invest  |       |   |  |           |

| Service | Organizations Involved  |   |  |       |           |     |     |           |
|---------|---|---|--|-------|-----------|-----|-----|-----------|
|         | NRCO  | OWWA  | CFO  | TESDA | Land Bank | SSS | PNA | PhilPharm |
|         | Programme component - wage employment: Job search assistance for local or overseas employment   | Information Technology Programme -- bridge communication gap through use of Internet between OFW and his/her family. Learn how to use basic applications like MS Word, Excel, and PowerPoint                    | BalikTuro -- continuing professional and vocational education exchange programme. Entice return of academics and professionals to teach and work with the academe in strengthening and enhancing academic programme of partner schools |       |           |     |     |           |
|         | Programme component -- entrepreneurship and micro-enterprise development: Assistance for business capital (or starter kits); assistance to obtain business loans and other credit facilities; assistance for technology and product development and marketing | Tuloy-Aral -- assisting children of less fortunate former OFWs as well as other poor and needy elementary and high school children  | Tourism initiative -- encourage migrant investments in small tourism enterprises and other tourism related services  |       |           |     |     |           |
|         |   | Reintegration preparedness (on-site) -- include training on value formation, financial literacy, entrepreneurial development training, techno-skills, and capacity building                                     | Medical mission -- coordinates and facilitates the conduct of medical mission sponsored and organized by overseas Filipinos in areas requiring medical interventions   |       |           |     |     |           |
|         |   | Reintegration (in-country) -- job referrals (local and overseas), business counselling, community organizing, financial literacy seminar, networking with support institutions and social preparation programme | Return and re-integration -- focuses on providing returning overseas Filipinos and retirees with information and facilitating services for a successful reintegration into local life  |       |           |     |     |           |

| Service | Organizations Involved |   |  |       |           |     |     |           |
|---------|------------------------|---|--|-------|-----------|-----|-----|-----------|
|         | NRCO                   | OWWA  | CFO  | TESDA | Land Bank | SSS | PNA | PhilPharm |
|         |                        | 2 Billion Reintegration Fund -- loan facility in cooperation with Land Bank and DBP where members of their legal dependent can avail Php 300,000 to Php 2 million   | Resources: Budget for 2012: 60.78 million; serviced rendered for FREE; 103 personnel |       |           |     |     |           |
|         |                        | Balik-Phas, Balik-Hanapbuhay -- displaced/distressed worker can avail of their starter kit worth Php 8,500 or livelihood assistance of Php 10,000   |  |       |           |     |     |           |
|         |                        | Community organizing programme or organizing of OFW family circles and services like social counselling, family counselling, stress debriefing, and training on capacity building, value formation, etc.  |  |       |           |     |     |           |
|         |                        | OWWA conducts social preparation programmes for livelihood projects or community-based income generating projects, skills training and credit facilitation and lending. OWWA-launched programmes such as OWWA-NLSF Livelihood Development Programmes for OFWs (LDPO) and the OFW Groceria Project to address this economic component of reintegration |  |       |           |     |     |           |

Assessment main.indd 120

| Service | Organizations Involved |  |     |       |           |   |     |           |
|---------|------------------------|--|-----|-------|-----------|---|-----|-----------|
|         | NRCO                   | OWWA   | CFO | TESDA | Land Bank | SSS   | PNA | PhilPharm |
|         |                        |  |     |       |           | contribution (Php 1,560) for the applicable period; any amount, not less than Php 200 paid in excess the required contribution will be posted to the members' Flexi-Fund account and earn interest  |     |           |
|         |                        | 2 Billion Reintegration Fund -- project cost sharing of the OFW borrower: Borrower equity should be 20% of the total project cost. Maximum loan is 80% of the total project cost |     |       |           | Withdrawal process: Members may apply for early withdrawal of accumulated funds either in full or partial lump sum in case of urgent financial needs; pre-termination fees imposed on withdrawal of contributions that have stayed in the fund for less than a year |     |           |
|         |                        | Bank requirement for loan security: Proof of confirmed markets, purchase/services order or a list of mortgageable assets   |     |       |           |   |     |           |

| Service | Organizations Involved  |  |     |       |  |     |  |
|---------|---|--|-----|-------|--|-----|--|
|         | NRCO  | OWWA   | CFO | TESDA | Land Bank  | SSS | PhilPharm  |
|         |   | Requirements: Business plan, OWA certification, completion of EDT at NRCO or OWWA-RWOs   |     |       |  |     |  |
|         | Skills training w/starter tools -- total of 1,369 beneficiaries for 2011-2012   | In terms of availment, there are only a few compared to the whole population, about less than 10% (in QC, 4,000 out of 88,000; NCR -- total of 300,000 but not accurate since there are some OFWs who are from the provinces, but use metro Manila as their address)   |     |       | Reintegration programme -- low availment relative to P2-B because the standards (Land Bank, OWWA) are also stringent. Php 192.11 million releases; approved as of 8/31/2012 -- Php 286 million. Roughly 445 borrowers/applied, 312 availed; 791 jobs created |     | Most of the comments are positive. They are very thankful. They were able to appreciate it once they had attended the programme. People from the provinces are passive |
|         | <b>Output</b><br>Php 18,127,600 disbursed for the 10k Livelihood Program as of May 2012. Beneficiaries of the 10k Livelihood Program: 1,580 individuals (from 12 Regions) and 14 groups (only from four Regions namely CAR, ARMM, Region 5 and Region 10) | In 2006, some 198 livelihood projects were approved, totalling Php 34,102 million provided in loans; 5,466 projects were funded for a total of Php 152 million pesos, benefitting 6,609 individuals and generating jobs for more than 12,000 workers. The projects were in services (42%), trading (38%), agribusiness (12%) and manufacturing (8%). The loan ceiling of Php 50,000, however, was found to be inadequate in the evaluation |     |       |  |     | Observed that our nurses are pro-active, especially the young nurses   |

| Service | Organizations Involved   |   |     |       |           |     |     |           |
|---------|--|---|-----|-------|-----------|-----|-----|-----------|
|         | NRCO   | OWWA  | CFO | TESDA | Land Bank | SSS | PNA | PhilPharm |
|         | Number of beneficiaries of NRCO P+ reintegration services, as of June 2009: Pagpapayo (Reintegration Advocacy): 547,389; Pagsasanay (Training, Retooling, Upgrading): 16,670; Paghanapbuhay (Wage employment): 25,082; Pagnenegosyo (Livelihood): 78,111 | At the end of 2008, the OWWA reported that a total of 496 grocery stores had been set up; in 2008, the OWWA reported that 1,797 skills and livelihood training sessions that included entrepreneurship training and financial literacy were conducted for workers overseas and Family Circle members in the regional welfare offices within the Philippines; from January 2005 to September 2009, the OWWA advanced air tickets to 1,150 distressed overseas workers; as of 2009, 3,012 displaced overseas workers had availed of the livelihood support fund, amounting to requests for Php 149.3 million, with 408 pending applications amounting to Php 20.4 million |     |       |           |     |     |           |



Assessment main.indd 124

| Service | PRC  | POEA | CFO  | PNA  | PPTA | PhilPharm |
|---------|--|------|--|--|------|-----------|
|         |  |      |  |  |      |           |
|         | Licensure exams outside the country  |      |  | PNA facilitated in the KSA the first nurse's licensure examination. PNA requested it to the Board of Nursing   |      |           |
|         | CPE: Service offered/extended to professionals; not mandatory  |      |  | Membership to PNA: Voluntary -- regular members need to pay Php 400; life time members: 5,000-15,000; fees already cover all benefits a member can have such as discount on PNA facilities, discount on CPE              |      |           |
|         | Renewal: Php 150/year, minimum of three years, Php 450 per transaction; examination, registration, verification, certification – Php 75/transaction; application for the exam -- Php 900 |      |  | Continuing education programme: Conducted every Friday; topics are chosen by the Chair for the Continuing Professional Education, which are accredited by PRC; W/evaluation tool --feedback of participants are positive |      |           |
|         | Document authentication: Encoded but needs to go to PRC for processing; needs to pay as far as application is concerned; those who are already licensed can pay in SM.                   |      | Exchange Visitor Programme: Document verification processes done in main office; requirements for special visa for EVP participants, no matter how short/long stay is (from conferences to fellowships);; classifying participants into categories |  |      |           |
|         | Online renewal -- tie-up with SM Mail business centres; Processing: Seven working days, pickup or sent through courier   |      | EVP requirements: sponsor institution; issuance of certificate of eligibility; leave for training certificate from DOH   |  |      |           |
|         | <b>Process</b>   |      |  |  |      |           |

Continuing Education Programme – well received by its members

| Service     | Organizations Involved  |   |   |
|-------------|---|---|---|
|             | POEA  | LBS   | EDI Staffbuilders   |
| Others      | Issuance of license for recruitment agencies and foreign employers; promote information campaign against illegal recruiters. Licensing and regulation -- provide permit to recruitment agencies, employers for them to interview outside of their offices. They also monitor advertisements from recruitment agencies to see if they follow the prescribed information needed to be disclosed                             | Provide manpower needs of overseas employers; placement services on applicants filing overseas jobs   | Every service is provided for FREE. Payment are provided by clients ; Caters to multi-national companies; Follows the John Clemens Standards; Only 2 manages health care worker recruitment             |
|             | Licensing Fee: Processing Fee -- 100; BalikMangagawa -- 100; hired agencies -- 200<br>*POEA budget for services are derived from GOP Funds  | Coverage: Medical services, engineering services, general services; online services, global tracking system, pay-rolling, and counselling services provided for FREE; they need to pay medical services -- have partner POEA-approved medical agencies; have clients that are not paying services, just need to pay 15%-20% placement fees                          | Active recruitment areas are United States, Middle East, Canada, and Finland; have the highest recruitment fees. Charge clients by % of the highest salary. Minimum charge is one month of basic salary |
|             | Offices: One central office; three regional offices; four regional extension field units; and six satellite offices   | Online services -- use of open source technology; only 40% of the applicants go to the office   | Follows the charging systems of no fees implemented by John Clemens; clients are brought to private tertiary hospital for exposure  |
| Recruitment | Conduct of job fairs: Through LGUs and partnership with DOLE-BOE; promotion of job opportunities abroad through Philjob.net; through the Government Placement Branch (GPB) of POEA, they conduct their own recruitment through government placement and bilateral agreement with other countries such as South Korea (Employment Permit System), Japan (JPEPA), the Kingdom of Saudi Arabia ( MOH-KSA) and Taiwan (China) | Information dissemination schemes: Newsprint advertisement, job portal advertisement, job alerts for members, SMS blasts for members, information on re-employment  |   |
| Input       |   | Adopted a recruitment model and market niche or forte; no placement fee; adopted a high standard of recruitment and selection procedures. Only the qualified are selected and deployed; adopted an automated recruitment processes for applicants/employers; on-site services -- pay-rolling, counselling services to the family; B52 FilAssist OFW Tracking System |   |

| Service | Organizations Involved   |   |  |
|---------|--|---|--|
|         | POEA   | LBS   | EDI Staffbuilders  |
| Process |  | Securing job orders: Employers comply documentation standards of its partners; employers secure job orders --- getting the best in terms of fees, benefits for applicants; documents to be completed will be approved by POLO; manpower requirements, licensing, terms and condition will be approved | Requirement processing: Visa, medical --- done through POEA or embassy accredited medical clinic   |
|         |  | Online services: Transactions and documentations are done online  | Monitoring of workers: Looking if terms of contract are being followed --- keeping in touch with clients; paying regular visit on site to check clients and candidates; point contact of relatives for assistance; work side-by-side with employers so that they can do their own on-boarding programmes for their workers; preliminary arrangements before workers arrive on-site |
|         | POEA have a function of setting of employment standards (minimum employment standards); Salaries, workers compensation, airfare, board and lodging, food. Rules over the time improved. Professionals are empowered to negotiate; labour laws are highly developed | Recruitment processing: Job offer confirmation; prometric exam (outsourced); Medical Examination; Document Authentication; Documents Processing   | Post-deployment assistance: Fees are not charged for redeployment upon returning to the country  |
| Output  | An average of 3,000 clients and as many as 5,000 clients are served by POEA main office daily  | Applicant population in the database: 50,000  | In a day, caters to an average of 60-70 candidates   |
|         | 2010 -- issued 780,757 clearances for rehires whose employment contract were continued or renewed  | Total deployed (2002-2012): 39% medical services division (65% for nurses and 23% paramedical)  |  |
|         | Government to government hiring programme: As of 2010 since it is launched, GBP of POEA was able to fill 6,519 jobs: 1,892 through South Korea's EPS, 118 through JPEPA, 4,156 through MOH-KSA and 353 through manufacturing companies in Taiwan (China)           |   |  |

| Service | Organizations involved  |     |                   |
|---------|---|-----|-------------------|
|         | POEA  | LBS | EDI Staffbuilders |
|         | Job fairs: In 2010, total of 1,517 job fairs were conducted nationwide. The resulting number of worker-applicants netted in the POEA registry reached 197,173, a 18.6% jump in 2010 from 2009 |     |                   |

| Service |         | Organizations Involved   |
|---------|---------|--|
| Others  | Input   | DFA-OAV  |
|         |         | Operation cost: Php 46-56 million annually (operations locally and abroad); cost of service is free; voting is voluntary   |
|         |         | Coverage target: Target for 2013 elections ---10% of overseas Filipinos, which is at one million; two machines per post; local registration centre include: POEA, NAIA, AMSOC, Philippine Trans-Marine, COMELEC, ASEANA centre. All are encouraged to vote. There are a total of eight local registration centre; each post (90 posts in total) has an Overseas Absentee Voting Team that handles the key activities per country; (two-man team per post)                  |
|         | Process | Partners: For registration -- NAIA, COMELEC, CPOPEA, AMSOC, Philippine Trans-Marine, Consular Offices; for information dissemination: The Filipino Channel (ABS-CBN). 2-3 times a week broadcast, event sponsorship. There are also OAV ambassadors, who are celebrities   |
|         |         | Local: Set target; secretariat training; inter-agency training w/COMELEC; 10% of the top 20 countries w/ Filipinos are targeted<br>Foreign: Registration of targets; mobile and on-site registration; outreach; information dissemination  |
| OAV     | Output  | Total absentee voters for 2010: 589,830; total turn-out during 2010: 153,323 (26.96%); total no. of new OAV registrants as of august 2012: 212,009; the target for 2013: 1 million OAV registrants; OAV registrants from the 2010 OAV registration: 589,830 or 589,000, rounding off to the nearest digit; with 1 million less 589,000 -- 411,000 is the starting baseline, which will be divided among the four geographic regions. Overall coverage of 2010 was exceeded |

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