

Terms of reference

Consultant for developing case management documentation and reporting tools/guide and capacity-building of Quezon City Migrant Resource Center (MRC) and service providers

I. Rationale

The International Labour Organization supports the strengthening of Migrant Resource Centers (MRC). As a one-stop service center – an MRC offers various programmes and services for migrants and their families in the whole migration cycle -- pre-departure, transit, on-site services, re-entry, return, and reintegration. Services vary depending on the context – considering needs of OFWs and their families and resources in the communities – and typically encompass access to information (policy and programmes advisories, overseas job requirements, etc.); provision of direct services, including psychosocial and economic-related interventions; grievance redress mechanisms; migrant database/registry, and support to OFW family groups, among others.

At present, the ILO collaborates with the local government unit of Quezon City to operationalize and effective and gender-responsive MRC services to migrants and their families building. These areas are among the top regions where OFWs originate.

In terms of services, the QC MRC commits to provide gender-responsive programmes and services consistent to the LGU's strong advocacy for women empowerment and gender equality. The global population of migrant workers shows that majority are men¹; however, in the Philippines, data shows there are more (59.6%) women OFWs than men. There is value-added in putting prime on gender-responsiveness because in the past several years prior to the pandemic² an average of over 13,800 OFWs per year repatriated by the Department of Foreign Affairs (DFA) and the Philippine Overseas Labor Offices (POLO) and 76% were women; and an average of at least 400 OFWs per year were trafficked and 92% were women.

To protect and promote the well-being of migrant workers, it is crucial to ensure that LGUs are equipped in implementing effective devolved services. One strategy to facilitate this is by ensuring that MRC as well as local OFW help desks and local migration programmes and governance are able to provide gender-responsive service delivery for migrant workers and their families. This will help address labour migration risks and deficits affecting women migrant workers (e.g., violence and harassment, rights violations, discrimination, labour exploitation, human trafficking, lack of social protection, lack of reintegration and employment options and opportunities) at all stages of labour migration due to the precarious and temporary nature of overseas work, exacerbated by gender inequalities and stereotypes. In the nexus of reintegration, generating at least basic data on labour migration can facilitate effective service delivery as it will allow for targeted interventions based on the profile of migrant workers (e.g., sex, origin, occupation, skills, etc.) as well as recalibration of programmes and services as needed considering trends.

To facilitate this, there is a need to improve data management practices of the LGU in their migration service delivery, case management and governance to promote data-driven and evidence-based programming. At the national level, there has been a long-standing aspiration

¹ ILO global estimates on international migrant workers, https://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms_808935.pdf

² DFA data (2013 to 2016), as cited in SWS Scoping Study on International Migration Statistics of the Philippines, 2017.



for a shared national database among migrant-serving agencies to aid evidence-based programming, but none has come through. The development of a national database is adopted under the Department of Migrant Workers but challenges may remain the same. Considering this, there can be advantages in doing parallel initiative at the local level where the ecosystem is more contextualized and manageable. Lessons in developing and implementing local database can feed into the processes at the national level.

One of the components of the ILO's support to QC-MRC is on enhancing the data collection and management to support evidence-based and gender-responsive programming. A consultant will be hired to update and improve the MRC case management and service delivery documentation, referral documentation, data monitoring and reporting system, including data entry and case management/referral/service delivery forms, templates, process flows, records keeping, and reporting forms and protocols. This will also require the development of a case management documentation and reporting guide.

II. Objective

The objective of the assignment is to capacitate QC-MRC service providers on case management, service delivery and referral documentation, data collection, monitoring and reporting.

Specifically, the consultant will conduct trainings and workshops on case management/referral, service delivery documentation, monitoring and reporting concepts, tools, process flows, procedures and protocols (including data privacy matters); review and update the case management forms/tools/templates, processes, and develop the case management documentation and reporting guide.

The resulting documentation, monitoring and reporting templates, forms and data collection guide will be used in the development of an electronic case management database system for the QC-MRC. This will help improve the MRC's migration-related data management -- collecting, monitoring, analysing and reporting data or information to support evidence-based enhancement or development of migration programmes, services and policies.

III. Responsibilities and Related Tasks

The consultant will deliver the following outputs within the prescribed timeline and approved budget to the satisfaction of the ILO, under the supervision of the BRIDGE and Safe and Fair National Project Coordinators:

1. Conduct case management trainings and workshops for QC-MRC service providers with focus on the following:
 - Case management concepts and procedures
 - Case management documentation and reporting
2. Review, update and/or develop case management and service delivery documentation forms and QC-MRC reporting templates
 - map the different case management tools used by key migrant-focused government agencies at the national level and partner MRCs in Quezon City



- review current case management and service delivery documentation/data collection and management practices, including review, updating, and harmonizing tools, with the gender lens
- prepare comparative matrix of datasets to identify common and unique case management datasets from national and local migration actors
- update/develop case management/service delivery documentation forms/tools with reference to existing intake forms (e.g., OWWA form, ILO MRC intake and reporting forms, etc.)
- facilitate validation meetings on the developed/updated MRC forms/templates/tools

3. Develop case management documentation and reporting guide

- review case documentation process from intake to recording, encoding, reporting and monitoring and identify gaps and recommendations for improvement of data collection mechanisms including procedures and protocols in consultation with with the PESO-LMI Division, LGU Gender and Development (GAD) focal, MRC staff and other help desks.
- facilitate discussions among QC-MRC and referral and service partners to adopt common terms of collaboration, coordination procedures, or protocols and guidelines on case documentation, referrals, providing assistance for OFWs and families to align data collection procedures and harmonize protocols on data-sharing for monitoring and reporting purposes.
- prepare case management documentation and reporting guide with information on i) case management purpose and principles, ii) definition of the case management system datasets, iii) description of forms/templates/tools, iv) data collection process flow, v) usage of data, and vi) data privacy and ethics
- facilitate workshop/s to validate the case management database system guide with stakeholders

The consultant will ensure close coordination with ILO, QC, and other relevant agencies to ensure that the QC case management documentation and reporting tools, guides/ procedures/ concepts are aligned with QC gender-responsive case management and broader case management concepts/frameworks and tools of ILO.

Note: The database development will be guided by the “CLIENTS” framework which is being used by ILO-supported MRCs in the ASEAN region. This means that there will be indicators or datasets that will help in monitoring core services and programmes that the MRC should be providing -- Counselling, Legal assistance, Information/education/ training, Network/association membership, Trade union membership, and Skills development/reintegration support. Aside from this, the database should also serve as the registry of OFW clients with basic data on international labour migration being generated such as number of migrant workers disaggregated by sex, what countries migrant workers come from, where they migrate to, in what sectors or occupations they are employed, under what conditions they work, and their skills and education profiles. These are the basic data recommended in the International Labour Migration Statistics. Other elements may be added as identified by the LGU.

IV. Outputs

1. Detailed Implementation Plan
2. Training/workshops on case management concepts, procedures and documentation and reporting with updated case management forms/tools; and the documentation reports of the trainings/workshops conducted
3. Recommended data collection/documentation, monitoring and reporting tools, guides, and process flows on MRC case management and service delivery and referrals
4. Draft case management documentation and reporting guide
5. Validated case management documentation and reporting guide

V. Schedule and Payment Terms

Deliverables	Full-time equivalent (FTE) workdays	Timeframe
1. Detailed Implementation Plan	3	16 December - 30 December 2022
2. Two (2) training/workshops on case management concepts, procedures and documentation and reporting with updated case management forms/tools Documentation report/s of the trainings/workshops conducted	12	16 December - 30 December 2022
3. Recommended data collection/documentation, monitoring and reporting tools, guides, and process flows on MRC case management and service delivery and referrals	10	31 December 2022 – 16 January 2023
4. Draft case management documentation and reporting guide	20	31 December 2022 – 31 January 2023
5. Validated case management documentation and reporting guide	5	01 February – 07 February 2023
Turnover of all deliverables		16 February 2023
Total	50	2 months

Payment Terms:

1st tranche – 30% of total payment upon signing of contract and submission and acceptance of Deliverable 1

2nd tranche – 30% of total payment upon submission and acceptance of Deliverable 2 and 3

3rd tranche – 35% of total payment upon submission and acceptance of Deliverable 4 and 5

Final tranche – 5% upon turnover of all deliverables
The contract will be fully funded by the BRIDGE Programme.

BRIDGE and Safe and Fair Programme, in coordination with QC MRC, will jointly develop, supervise, and ensure satisfactory completion and submission of the deliverables and outputs stipulated in this TOR.

VI. Confidential statement and Intellectual Property Rights

All data and information received from the ILO and the stakeholders for the purpose of this assignment are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference.

The contents of written materials obtained and used in this contract may not be disclosed to any third parties without the express advance written authorization of the ILO.

VII. Unsatisfactory or incomplete work

For the assignment, the ILO's standard rules and procedures shall be applicable. In event that the service delivered is unsatisfactory or fails to conform to the conditions set out above, the ILO reserves the right, as appropriate to interrupt it, to request that it be corrected or modified, or to refuse to accept the service.

VIII. QUALIFICATIONS AND EXPERIENCE

- A university degree in the field of social development with demonstrated expertise on labour migration and/or gender.
- Project/programme experience at the national and international level relevant to the scope of work listed above.
- Knowledge and familiarity with Philippine labour migration governance and data management, as well as national migration issues and international development frameworks on migration, is an advantage.

IX. EXPRESSION OF INTEREST

The interested candidates must submit the following documents: i) letter of intent, ii) qualifications and relevant experience of consultant, iii) technical proposal, and iv) financial proposal.

The documents must be submitted through Ms Marie Allyssa Dacasin, National Project Coordinator for the BRIDGE Programme (dacasin@ilo.org), with copy to Ms Katrina Pascasio, BRIDGE Programme and Administrative Assistant (pascasio@ilo.org) on or before **02 December 2022**.

Samples of previous work and publications may be requested in the selection process.

Only shortlisted candidates will be contacted.