



Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHROD-2024- 2050

FOR : Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public and Private Elementary and Secondary Schools
All Others Concerned

FROM : **WILFREDO E. CABRAL**
Regional Director
Officer-in-Charge, Office of the Undersecretary for
Human Resource and Organizational Development and
School and Infrastructure Facilities

DR. DEXTER A. GALBAN
Assistant Secretary for Operations

SUBJECT : **MENTAL HEALTH SUPPORT/HELPLINES FOR DEPED PERSONNEL**

DATE : October 07, 2024

In 2020, the World Health Organization (WHO) reported an increase in depression and anxiety¹. Despite the increasing prevalence of mental health conditions, many people lack access to essential services especially in countries with low or middle-income levels, where mental health care is often limited or unavailable.

The 2022 Annual Report of the Department of Health (DOH) have indicated that the prevalence of depression and anxiety disorders in the Philippines is comparable to global rates². Substance abuse, particularly alcohol and drug use, is a significant public health issue in the Philippines. Many Filipinos lack access to adequate mental health services, especially in rural areas. Additionally, negative attitude and stigma surrounding mental health prevents people from seeking help.

¹World Health Organization (2020). Global Health Estimate

October 21, 2024

MEMORANDUM		Date: 10/31/24	Released (Records):
To:	<input checked="" type="checkbox"/> PSDS/DICs	<input checked="" type="checkbox"/> Elem/Sec School Heads	
	<input checked="" type="checkbox"/> Private Schools	<input type="checkbox"/> Others:	
For:	<input checked="" type="checkbox"/> Information	<input checked="" type="checkbox"/> Dissemination	
	<input checked="" type="checkbox"/> Guidance	<input type="checkbox"/> Strict Compliance	
ORLANDO E. MANUEL PhD., CESO V Office of the Schools Division Superintendent			
By:	<input type="checkbox"/> ASOS	<input type="checkbox"/> CID Chief	<input type="checkbox"/> SGOD Chief
	<input type="checkbox"/> AO	<input type="checkbox"/> Atty	Signature:

DepEd Regional Office 02
RELEASED
DATE: 10-31-24
BY: [Signature]
RECORDS SECTION

To: **SCHOOLS DIVISION SUPERINTENDENTS**

For your information, reference and appropriate action.

BENJAMIN D. PARAGAS PhD, CESO III
Director IV/Regional Director

Further, the Mental Health Act of the Philippines (R.A. 11036) and the Civil Service Commission (CSC) Memorandum Circular No. 4, s. 2020 mandates government agencies to promote awareness, develop programs and policies, and provide support to individuals with mental health concerns.

Recognizing the urgent need for targeted mental health interventions, the Department of Education (DepEd) remains steadfast in ensuring the well-being of its teaching and non-teaching personnel. The department is taking proactive steps to address the mental health needs of its workforce.

In line with this, the Bureau of Human Resource and Organizational Development (BHROD) through the Employee Welfare Division (EWD), informs all DepEd personnel of the updated directory of **Mental Health Support/ Helplines for DepEd Personnel** that provides free and immediate mental health support to individuals going through tough times and/or experiencing any personal or work-related challenges.

The following agencies and/or organizations are some of DOH accredited in providing nationwide mental health services and interventions through their helplines and other communication platforms:

National Center for Mental Health (NCMH)	24/7 Mental Health Crisis Hotline	Landline: 1553 (<i>Nationwide landline toll-free</i>) 1800 – 1888 – 1553 (<i>For Smart/TNT Subscribers</i>) Mobile: 0919 – 057 – 1553 (<i>For Smart/TNT</i>) 0917 – 899 – 8727 0966 – 351 – 4518 (<i>For Globe/TM</i>)
Natasha Goulborn Foundation (NGF) Hopeline	24/7 toll free Suicide and Emotional Crisis Line	Landline: (02) 8804 – 4673 Mobile: 0917 – 558 – 4673 0918 – 873 – 4673
In-Touch Community Service Crisis Hotline	24/7 Crisis Line	Landline: (02) 8893 – 7603 Mobile: 0919 – 056 – 0709 0917 – 800 – 1123 0922 – 893 – 8944
Taguig Mental Health Support Services	24/7 Mental Health Support Services	Mobile: 0929 – 521 – 8373 (<i>6:00 am – 6:00 pm</i>) 0967 – 039 – 3456

		(6:00 pm – 6:00 am)
Tawag Paglaum – Centro Bisaya	24/7 Crisis Intervention and Suicide Helpline	Mobile: 0939 – 936 – 5433 0939 – 937 – 5433 (Smart/Sun/TNT) 0966 – 467 – 9626 (Globe/TM)

Please be guided that these helplines are for immediate mental health support for those going through tough times. It is **NOT a replacement for consultation and therapy** with a Psychologist and Psychiatrist. For outpatient mental health consultations and other Mental Health and Psychosocial Support (MHPSS) Services, kindly refer to the following institutions:

Philippine General Hospital (PGH)	Free in-person Psychiatric Consultation and Counseling Services (500 patients per day)	To secure an appointment, kindly fill out the Online Consultation Request and Appointment (OCRA) System: https://pghopd.up.edu.ph
National Center for Mental Health (NCMH)	Outpatient mental health services	Face-to-face Consultation: https://bit.ly/ncmhopseschedule Online Consultation: https://bit.ly/ncmhkonsulta
Ateneo Bulatao Center for Psychological Services	Free online Brief Psychological Service (BPS) (maximum of 2 sessions per individual)	Registration Link: https://go.ateneo.net/BSPEntryForm

In addition to these helplines, the following resources can also be accessed:

Lusog – Isip Online Website	Self-help website on mental health and wellness that is culturally adapted for Filipinos	To access the website, kindly visit: https://selfhelp.cbdr.org.ph
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DOH Psychosocial Helpline Directory	Mental Health Directory of different regions and provinces	https://bit.ly/DOHhelpline2022
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To ensure easy access to these vital helplines, we strongly encourage all offices to prominently display them in strategic workplace locations and/or distribute individual copies to every employee.

The Department is deeply committed to the well-being of its personnel and cultivating a supportive work environment. It believes that empowered and cared-for workforce are essential to achieving the goals and mandate of the department. To this end, the Department will continue to develop and implement various employee welfare initiatives, laying a strong foundation for delivering high-quality basic education.

For any concerns and/or clarifications, you may contact the BHROD – EWD through bhrod.ewd@deped.gov.ph or landline: (02) 8633 – 7229.

For your information and guidance.

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OFFICE OF THE SECRETARY

[BHROD-EWD/KZMisolas]