



ESSD SHNU



Republic of the Philippines  
Department of Education  
NATIONAL CAPITAL REGION

BY: \_\_\_\_\_ DATE: \_\_\_\_\_

October 17, 2024

**REGIONAL MEMORANDUM**

No. 1088, s. 2024

**To:** Schools Division Superintendents  
All others concerned

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

1. This is with reference to the attached Memorandum DM-OUOPS-2024-2050 from Wilfredo E. Cabral, OIC- Undersecretary for Human Resource and Organizational Development and Dr. Dexter A. Galban, Assistant Secretary for Operations dated October 7, 2024 titled "Mental Health Support/Helplines for DepEd Personnel" which is self-explanatory, for guidance of those concerned.
2. Immediate and wide dissemination of this Memorandum is desired.

**JOCELYN DR ANDAYA**  
Director IV



Address: 6 Misamis St., Bago Bantay, Quezon City  
Email address: ncr@deped.gov.ph  
Website: depedncr.com.ph

Doc. Ref. Code	RO-ORD-F004	Rev	00
Effectivity	01.26.23	Page	1 of 1





Republika ng Pilipinas

Department of Education


OFFICE OF THE UNDERSECRETARY


HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHRD-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 anxiety<sup>1</sup>. 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 rates<sup>2</sup>. 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.

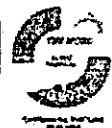
<sup>1</sup>World Health Organization (2020). Global Health Estimates. Retrieved from <https://www.who.int/data/global-health-estimates>

<sup>2</sup>Department of Health (2023). Department of Health Annual Report 2022. Manila, Philippines: Department of Health



Room 102, Rizal Building, DepEd Complex, Meralco Ave., Pasig City 1600  
 Telephone Nos.: (+632) 86337206, (+632) 86318494, (+632) 86366549  
 Email Address: [usec.hrod@deped.gov.ph](mailto:usec.hrod@deped.gov.ph) | Website: [www.deped.gov.ph](http://www.deped.gov.ph)

Doc. Ref. Code	DM-OUHRD	Rev	00
Effectivity	03.23.23	Page	1 of 4



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/Hotlines 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:

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

		(6:00 pm – 6:00 am)
<b>Tawag Paglaum – Centro Bisaya</b>	<b>24/7 Crisis Intervention and Suicide Helpline</b>	<b>Mobile:</b> 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:

<b>Philippine General Hospital (PGH)</b>	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:  <a href="https://pghopd.up.edu.ph">https://pghopd.up.edu.ph</a>
<b>National Center for Mental Health (NCMH)</b>	Outpatient mental health services	Face-to-face Consultation:  <a href="https://bit.ly/ncmhopseschedule">https://bit.ly/ncmhopseschedule</a>  Online Consultation:  <a href="https://bit.ly/ncmhkonsulta">https://bit.ly/ncmhkonsulta</a>
<b>Ateneo Bulatao Center for Psychological Services</b>	Free online Brief Psychological Service (BPS) (maximum of 2 sessions per individual)	Registration Link:  <a href="https://go.ateneo.net/BSPEntryForm">https://go.ateneo.net/BSPEntryForm</a>

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

<b>Lusog – Isip Online Website</b>	Self-help website on mental health and wellness that is culturally adapted for Filipinos	To access the website, kindly visit:  <a href="https://selfhelp.cbdr.org.ph">https://selfhelp.cbdr.org.ph</a>
--	---	---

<b>DOH Psychosocial Helpline Directory</b>	<b>Mental Health Directory of different regions and provinces</b>	<a href="https://bit.ly/DOHhelpline2022">https://bit.ly/DOHhelpline2022</a>
--	---	---

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](mailto:bhrod.ewd@deped.gov.ph) or landline: (02) 8633 – 7229.

For your information and guidance.

Copy furnished:  
OFFICE OF THE SECRETARY

[BHROD-EWD/KZMisolas]



Room 102, Rizal Building, DepEd Complex, Meralco Ave., Pasig City 1600  
 Telephone Nos.: (+632) 86337206, (+632) 86318494, (+632) 86366549  
 Email Address: [usec.hrrod@deped.gov.ph](mailto:usec.hrrod@deped.gov.ph) | Website: [www.deped.gov.ph](http://www.deped.gov.ph)

Doc. Ref. Code	OM-OUHROD	Rev	00
Effectivity	03.23.23	Page	4 of 4

