

HPMES Forms 5, 5A and 5B ANNUAL NARRATIVE ASSESSMENT REPORT

I. BACKGROUND INFORMATION

Pursuant to the Executive Order No.15 issued in 1998, the DSWD FO Caraga continuously performs its mandate to provide assistance to local government units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs) and other members of civil society in effectively implementing programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life. It also implements statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to the LGUs (Executive Order No. 221 issued in 2003). These two issuances direct the DSWD to balance its *"enabling and implementing"* roles as it performs its crucial functions as one of the poverty alleviation agencies of the government.

Moreover, consistent with the Philippine Development Plan (PDP) CY 2017-2022 to build the socio-economic resilience of individuals, families, and communities in dealing and coping with risks, reducing vulnerabilities by increasing the people's adaptive capacities, and lowering the poverty incidence to 14% by 2022, the Department of Social Welfare and Development (DSWD) has to carry out its mission, core values, and policies and program that focus on the poor, marginalized and the vulnerable which account roughly six million of our total population.

The DSWD envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society. To achieve the vision, DSWD will lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable and disadvantaged.

For CY 2019, the DSWD FO Caraga continuously implements its major programs to achieve the Department's Organizational Outcomes that will serve as the people's voice. In order to record and to report the organizational performance, the Harmonized Planning, Monitoring and Evaluation System (HPMES) was established and adopted to monitor and evaluate the implementation of the DSWD Strategic Plan, accounting for both physical and financial targets and accomplishments.

II. ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENTS

ORGANIZATIONAL OUTCOME 1: Well-being of poor families improved

The first organizational outcome is a direct contribution to the reduction of vulnerabilities target population which essentially contributes to the socio-economic agenda of the government – investment in human capital and improving social protection programs. This objective intends to uplift the level of well-being of poor families, through ensuring their access to quality social welfare and development (SWD) programs and services. Thus, the department implements *promotive programs* that empower the poor families and help them increase their economic and social well-being and become active participants to development.

As SWD promotive programs, the DSWD implements social protection programs that invest in human capital through conditional cash transfer, sustainable livelihood, and community-driven development. These include the Pantawid Pamilyang Pilipino Program, Sustainable Livelihood Program, and Kalahi CIDSS – National Community-Driven Development Program.

A. Pantawid Pamilyang Pilipino Program

As of December 31, 2019 reporting database, there are a total of 187,952, of which the Regular Conditional Cash Transfer (RCCT) has 171,107 and MCCT has 16,845. The field office has achieved more than the physical target of 187,404 for 2019, due to the pronouncement of the national program management office thru the household replacement/Set 9 registration for RCCT and Validation of Endorsed IP Poor Families for MCCT.

Table 1. Targets versus Accomplishments on Outcome Indicators of Pantawid Pamilyang Pilipino Program

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of Pantawid Pamilya children not attending school that returned to school	44.75%	23%	+21.75%	Minor Deviation
Percentage of Pantawid Pamilya households not availing key health services that availed key health services	36.91%	26%	+10.91%	Minor Deviation
Percentage of noncompliant beneficiaries validated and provided with interventions	100%	90%	+10%	Minor Deviation

The table shows that the program performed and accomplished more than the target, this contributed to the strategies and activities conducted such as the Bata Balik Eskwela Campaign, OPC Checkpoint meeting, presentation of updates on the status of OPC target during RAC/PAC/MCAC meetings, visited education and health facility, conducted case management target beneficiaries, creation of tracking tool with updated reasons and validated, conducted Focus Group Discussion (FGD) with non-compliant children and their parents, with the presence of ALS partners/representative and technical assistance provided to field staff.

Table 2. Targets versus Accomplishments on Output Indicators of Pantawid Pamilyang Pilipino Program

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of Pantawid Pamilya households provided with conditional cash grants	170,212 (90.83%)	90% of 187,404 (168,664)	+0.83%	Minor Deviation
Percentage of grievances resolved within established time protocol	95.51%	86.25%	+9.26%	Minor Deviation

The achievement of output indicators also contributed to the activities stated in Table 2. However, there were strategies not mentioned in Table 2. that also contributed to the accomplishment of cash grant disbursement, such as, approved provincial ordinances on cash card pawning, addressed EMV cash card related issues and concerns, facilitated/tracked grievances relating to cash card/cash grants, assisted cash distribution thru EMV Cash Card in order to monitor cash grants paid and unpaid to reduce number of non-moving accounts/aging accounts and conducted series of spot check.

In the accomplishment of grievances resolved within established time protocol, conducted spotcheck on the functionality of Barangay Action Committee/Barangay Grievance Committee to some barangays and a proposal in the province of Agusan del Norte for the issuance of ordinance on cash card sealing through a resolution in the PCAC/PGC.

Table 3. Targets versus Accomplishments on Output Indicators of Pantawid Pamilyang Pilipino Program

Program/Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Salaries and Wages - Contractual	223,648,307.37	222,142,536.17	219,708,006.21	99%	98%
Cost of Service	65,310,057.14	65,310,057.14	63,406,281.52	100%	97%
Training	2,785,760.00	2,731,637.88	1,249,414.88	98%	45%
Monitoring and Evaluation	15,653,039.29	15,506,918.29	15,230,497.57	99%	97%
Advocacy	976,450.00	976,450.00	772,513.00	100%	79%
Administrative Expenses	15,152,543.09	15,015,268.09	12,116,716.82	99%	80%
GRAND TOTAL	323,526,156.89	321,682,867.57	312,483,430.00	99%	97%

The fund utilization report of the program shows that the disbursement for training has the lowest percentage, because the training activities of the program were conducted on the last quarter of the year due to the major activities and directives of the National Program Management Office.

With the figures given above, the program already achieved the strategic indicators with the strategies, innovations and activities conducted to meet the target. The data reflected were monitored by the Regional Program Management Office thru the technical focal persons to deliver the expected deliverables of the program.

Thus, the field office has received 11 special citations, individual awards of the RPMO staff recognized by the National Program Management Office, awarded as the Creative Initiative in Client-Focused Gender Mainstreaming, Effort in Promoting Youth Empowerment among PP Beneficiaries through Gender Sensitivity Trainings and recognized as the Best Pantawid Pamilya Operations Team, for the outstanding performance and contribution to the Pantawid Pamilya Program implementation.

The success of the program also recognizes the commitment of the partner-beneficiaries to perform the set conditionalities and in partnership with the national line agencies, civil society organizations, local government units and other stakeholders.

B. Sustainable Livelihood Program

Table 4. Targets versus Accomplishments on Outcome Indicators of SLP

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of SLP households earning from microenterprises	11.15%	100%	-88.55%	Major Deviation

Percentage of SLP households gainfully employed	0.67% (1 out of 150)	100%	-99.33%	Major Deviation
---	-------------------------	------	---------	-----------------

In CY 2019, out of total assisted SLP households through Microenterprise Development Track, only 11.15% percent or 379 SLP households were actually gaining from the Microenterprise. It exhibits 88.55% less than its target of 100%. On the other track, only one (1) EF participant was served and gainfully employed throughout the year out of its target of 150 household. Such that, it resulted to a negative variance of 99.33%.

Table 5. Targets versus Accomplishments on Output Indicators of SLP

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of SLP households assisted through the Microenterprise Development and Employment Facilitation Tracks	3,400	2,983	+417 or +13.98%	Minor Deviation
a) Number of SLP households assisted through the Microenterprise Development Track	3,399	2,833	+566 or +19.98%	Minor Deviation
b) Number of SLP households assisted through Employment Facilitation Track	1	150	-149 or -99.33%	Major Deviation

As of December 2019, from a target of 2,983, the program was able to served a total of 3,400 households. This is 13.98% higher than its annual target. On accomplishment per track, 3,399 households were served for Microenterprise Development Track in which it has an excess of 566 households from its target of 2,833. On other track, the SLP has served only one (1) household out of the target of 150 household for Employment Facilitation Track.

Considering the PQAF (Participants Qualifications Assessment Forms) result, it shows that majority of the participants are more qualified to pursue MD instead of EF. Also, the Livelihood Asset Market Map (LAMM) gathered by Field PDOs shows that there is less employment opportunities in the project areas and the job qualification required does not match the profiling of the participants.

Furthermore, some participants prefer to choose MD instead of EF even though they are qualified for EF track. In view of the fact of limited employment opportunities within their locality, the participants are uninterested to accept employment away from their hometown. Such that, most of the participants opted for MD track since they prefer to stay at their hometown.

C. Kalahi CIDSS – NCDDP

KC NCDDP implementation for CY 2019 is scheduled to complete the full cycle implementation in 6 municipalities under 193 batch 2. It started the year with the completion of the social preparation processes in these municipalities. By year-end, the full CEAC implementation is completed including sub-project completion, closure of community bank accounts and accountability reporting at the barangays and municipal level. On the last quarter of the year, 2 Municipal and 1 Ancestral Domain Talakayan are facilitated; 2 Community Scorecards are likewise conducted. These participatory evaluation activities are both accomplished with partner service providers.

Covering three municipalities, facilitators and community volunteers implementing the Strengthening Community Participation in Local Development or Makilahok targeted RFR finalization, procurement processes and grant funds downloading for the 1st quarter of the year. By end of 3rd quarter, end-of-cycle activities are completed including accountability

reporting, inauguration, hand-over of completed sub-projects and the closing of community bank accounts.

Assisting Indigenous Cultural Communities (ICC) in 6 CADTs thru IP-CDD, the Program's facilitation ensured the prioritization of the communities' plans manifested in their ADSDPP. Social preparation activities including the review of their priority solutions and the ensuing preparation and review of proposals are accomplished during this reporting period.

Table 6. Targets versus Accomplishments on Output Indicators of KC-NCDDP

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of KC-NCDDP sub-projects completed in accordance with technical plans and schedule	45	42	+3	Minor Deviation
Number of households that benefitted from completed KC-NCDDP sub-projects or Households benefitting from sub-projects	30,683	31,150	-467	Minor Deviation
Percentage of completed KC-NCDDP projects that have satisfactory or better sustainability evaluation rating	100%	100%	0	Full target Achieved
No. of women community volunteers trained in CDD	28,023	26,557	+1,466	Minor Deviaton
Percentage of paid labor jobs created by the Project are accessed by women	25%	30%	+5%	Minor Deviation

Differences between targets and accomplishments are minimal. These are mostly due to targets set that are estimates. A particular case is that of the total HHs benefitting from completed SPs. This is an estimate based on covered number of barangays, average prioritized barangays and average number of HH beneficiaries per completed sub-project. Prioritization however is not Program controlled but based on participatory processes and proposed projects are depending on community identified needs and prioritized.

Table 7. Financial Performance of KC-NCDDP

Program/Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
KC-NCDDP	175,320,546.32	175,320,546.32	145,663,499.76	100.00 %	83.08%

ORGANIZATIONAL OUTCOME 2: Rights of the poor and vulnerable sectors promoted and protected

This outcome refers to the results of the Department's *protective programs and services* provided to poor as well as its clients in residential and non-residential facilities and other vulnerable sectors of the society. This is to guarantee that the vulnerable individuals and groups, namely, the children, youth, women, persons with disability, senior citizens, solo parents and indigenous peoples are able to benefit from the programs and services provided by the government, especially the DSWD. This outcome is also directed towards the fulfilment of the country's commitment to the various international instruments/treaties for the protection of the rights of the victims of violence, the marginalized and the disadvantaged or those excluded from the mainstream society.

A. Residential and Non-Residential Program

The DSWD FO Caraga provides residential care facilities to vulnerable and disadvantage sectors through the establishment of residential care facilities and centers. Such residential care facilities that DSWD FO Caraga have are Home for Girls and RRCY.

A.1 Regional Rehabilitation Center for Youth (RRCY)

The Regional Rehabilitation Center for Youth (RRCY) had been continuously implementing rehabilitative programs and services for the Children In Conflict with the Law (CICL) coming from different parts of Caraga. These clients were ordered to undergo rehabilitation upon the recommendation of the Local Social Welfare and Development Officers (LSWDO) as their cases are punishable for more 12 years of imprisonment and other subsidiary penalties.

Situated in Patin-ay, Prosperidad, Agusan del Sur, the center has served numerous clients through the provision of different services which geared towards improving their social functioning before their reintegration to their families and respective communities. There were a lot of success stories of discharged residents who were either employed in the government and private offices, finished their education, while others decided to serve their respective church.

The center is continuously contributing to the Field Office's thrust and Directions for 2019 which is the Organizational Outcome 2" Rights of the Poor and Vulnerable Sectors Promoted and Protected.

Table 8. Targets versus Accomplishments on Outcome Indicators of RRCY

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of clients in residential and non-residential care facilities rehabilitated	56.36% (62/110)	30%	+26.31%	Major Variance

Table 9. Targets versus Accomplishments on Output Indicators of RRCY

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of clients served in residential care facilities	110	112	-2	Minor Deviation
ALOS of clients in Residential Care Facilities				
Percentage of facilities with standard client-staff ratio				
a) <i>Client-Social Worker Ratio</i>	1:15	-	-	-
b) <i>Client-Houseparent Ratio</i>	1:19	-	-	-

For the period of January to December, the center has served 110 CICLs. Of the 110 served clients, sixty-five 65 are carry over in the previous year, while forty-five 45 are newly admitted for this year. Of the 45, four (4) were readmitted after they Left the Center Without Permission (LWOP).

There were 62 residents who were assessed as rehabilitated. Out of the 62 rehabilitated, 35 are carry over from 2018 while twenty-seven 27 were assessed rehabilitated after the administration of the Social Functioning Indicator (SFI) this year.

For 2019, the rehabilitated in the 2nd semester is 14.47% lower than the 1st Semester since majority of clients served were already rehabilitated from the previous quarters. 39 or 35.55% residents were already discharged to their families. 15 or 13.63% were the residents who

committed LWOP. One (1) resident was discharged to his family after the center manifested to the committing court of being not criminally responsible at the time of the commission of the offense due to his minority. Six (6) residents were discharged after the court dismissed the charge/s filed against them. Of the 6, five (5) of them were part of those assessed as rehabilitated.

Presently, the center is serving fifty-one (51) remaining residents undergoing rehabilitation in which four (4) of them are targeted for discharged in the 1st quarter of 2020.

A.2 Home for Girls

The programs and services of Home for Girls (HFG) as a 24 hour residential care facility for children in need of special protection has evolved from catering to sexually abused children to other categories of abuse to include Children in Situation of Armed Conflict, and Children in Conflict with the Law (CICL). The intervention and approaches included other experts and national agencies and organizations.

The operation the facility is guided by the manual of operation based on the Administrative Order No. 15 series of 2012 entitled "Revised Standards on Residential Care Service" where HFG Caraga has been accredited as Level III.

Table 10. Targets versus Accomplishments on Outcome Indicators of HFG

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of clients in residential and non-residential care facilities rehabilitated	62.5% (25/40)	30%	+32.5%	Major Variance

62.50 % or 25 cases have completed their intervention plan as assessed using the Social Functioning Indicator.

Table 11. Targets versus Accomplishments on Output Indicators of HFG

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of clients served in residential care facilities	55	30	+25	Major Deviation
ALOS of clients in Residential Care Facilities	251 days	320	+69	Minor Deviation
Percentage of facilities with standard client-staff ratio				
c) <i>Client-Social Worker Ratio</i>	1: 13	-	-	-
d) <i>Client-Houseparent Ratio</i>	1:15	-	-	-

The operation of HFG's programs and services is guided by the Standards on Residential Care Service. During the semester, the targets for accomplishment has been fully achieved through the coordinated efforts of clients, staff, field office management, relatives and family of clients and the support of the MSDWOs.

Through the P2.3B allotment for all DSWD Centers and Residential Care Facilities (CRCF), HFG obtained 100% completion of the projects.

B. Supplementary Feeding Sub-Program

The Supplementary Feeding Program in DSWD was effected as a contribution to the ECCD program of the government. This is likewise DSWD's response in achieving the Sustainable Development Goal (SDG) 2 "Zero Hunger and Sustainable Development Goal (SDG) 3 "Good Health and Well-Being" which is the country's commitment to end poverty. The program was further strengthened by the enactment of RA 11037 that is "Masustansyang Pagkain Para Sa Mga Batang Pilipino" Act where DSWD is mandated to implement the Supplementary Feeding Program to all Child Development Centers and Supervised Neighborhood Play in all communities.

The Supplementary Feeding Program was implemented in Caraga since 2011 whereby funds are transferred to the Local Government Units being our implementing arm for the procurement of goods with the budget allocation of P 15.00 per child for 120 feeding days. However, with the new Guidance of President Duterte, The President proclaimed last October 2018 that there would be no transfer of funds to the LGUs in all DSWD programs. This was immediately followed by the issuance of memorandum from Secretary Rolando Joselito Bautista regarding no downloading of funds in various DSWD programs and provide the service direct to the beneficiaries that would signify that DSWD is now the procuring entity for the goods to be utilized in the program. Because of the new directive, DSWD has revised its guidelines through the issuance of MC No. 03 Series of 2019 the "Revised Procedure on the Implementation of Supplementary Feeding Program Based on Amended Administrative Order No. 04 Series of 2016"

Table 12. Targets versus Accomplishments on Outcome Indicators of SFP 8th Cycle Implementation

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of malnourished children in CDCs and SNPs with improved nutritional status				
a. Severely underweight to Underweight	79%	10%	+69%	Major Deviation
b. Underweight to Normal	82%	80%	+2%	Minor Deviation
c. Overweight to Normal	21%	20%	+1%	Minor Deviation

Table 13. Targets versus Accomplishments on Output Indicators of SFP 8th Cycle Implementation

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of children in CDCs and SNPs provided with supplementary feeding	79,894	75,791	+4,103	Minor Deviation

Table 14. Targets versus Accomplishments on Output Indicators of SFP 9th Cycle Implementation

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of children in CDCs and SNPs provided with supplementary feeding	76,204	75,791	+413	Minor Deviation

The 2nd semestral number of children comprise of the 9th cycle implementation (1st semester is 8th cycle implementation). The 9th cycle starts June 1, 2019 to May 31, 2020. The actual number of children for the 9th cycle of 76,204 exceeds the target number of children of 75,791 (100.5% accomplishment rate).

The procurement process through public bidding of the 9th cycle implementation started last May 2019. Out of the 72 LGUs, there were only 36 LGUs are with successful public bidding and the remaining 36 LGUs are in small-value procurement process after two (2) failed public bidding. Out of the P140,462,000.00 total budget allocation for the program, P133,033,721.41 (95%) were utilized of which P128,995,721 are coming from the grants and P4,093,000.00 from MOOE The remaining P 7,428,278.59 are from Savings from Grants due to public bidding (P5,541,878.59) and unutilized funds from 2 LGUs since the LCEs waived to implement the program.

Currently, the feeding implementation is on-going and expected to end on last week of January 2020 (13 LGUs), 2nd week of February (23 LGUs) and last week of March (36 LGUs).

The 2nd semestral number of children comprise of the 9th cycle implementation (1st semester is 8th cycle implementation). The 9th cycle starts June 1, 2019 to May 31, 2020. The actual number of children for the 9th cycle of 76,204 exceeds the target number of children of 75,791 (100.5% accomplishment rate).

C. Social Welfare for Senior Citizen Sub-program

C.1 Social Pension for Indigent Senior Citizens

The government recognizes that the welfare of senior citizens can be a challenge for many families. According to a September 2019 Philippine Institute for Development Studies (PIDS) paper, the country has 17.5 percent of the elderly who are labeled “income poor,” representing roughly 1.2 million senior citizens who need support the most. Continuous information education campaign on the laws for senior citizens so that they could fully enjoy the benefits and privileges due them in their golden years. Upon the issuance of Memorandum Circular, No. 04 series of 2019, specifically defined that senior citizens who are 60 years old, frail, sickly or disabled, and have no regular income or assistance from relatives are eligible to avail the social pension program. These beneficiaries would also have no Government Service Insurance System, Social Security System, or any similar type of contributory pension or insurance. In Caraga Region, there are more than 230,000 reported senior citizens and almost 78% of it are “living poor” but only 140,000 of them are beneficiaries of social pension.

Table 15. Targets versus Accomplishments on Outcome Indicators of Social Pension

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of beneficiaries using social pension to augment daily living subsistence and medical needs	102.69%	90-100%	+2.69%	Minor Deviation

Table 16. Targets versus Accomplishments on Output Indicators of Social Pension

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of senior citizens who received social pension within the quarter	143,774	140,000	+3,774	Minor Deviation

The program had an allotment of funds in the amount of P840,000,000.00 covering the 140,000 Indigent Senior Citizens. But the actual beneficiaries received had reached to 143,774 this is due to the delisted beneficiaries (deceased, unlocated, transfer of residence,

SSS beneficiaries, and financial and economically stable) which was being replaced, hence the possibility that the listed one beneficiary within a year could result to two beneficiaries (first and second semester).

Table 17. Financial Performance of Social Pension

Program/Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Provision of Social Pension to Indigent Senior Citizens	840,000,000.00	840,000,000.00	840,000,000.00	100%	100%

In adherence to MC 04 s. 2019, the Social Pension Program Management Office is in full implementation of semester payout of monthly stipend amounting to P3,000.00 per semester. For the 3rd and 4th quarter, series of payout has been conducted to 73 LGUs that lasted until December 27, 2019 to include the clearing and payment of unclaimed 1st semester stipend. This activity was done through conduct of special pay-out at the given place and scheduled date and even house to house for those beneficiaries with special cases such as bedridden, sickly, met an accident hospitalized and even living in Geographically Isolated and Disadvantaged Areas that demand high cost of transportation.

Despite the limited staff from the SPPMO, the RPMO team had extended their support to augment during the pay-out following the standard security protocol issued by the office. The SPPMO maintained the strong partnership between the Armed Forces of the Philippines in securing the money and paymasters during payout, with the LGU for ensuring the logistic support in coordination with the Federation of Senior Citizens Association and the Philippine National Police for the order of the activity. Prior to the pay-out, there was an orientation on the guidelines and other policies for information to the beneficiaries. The effective installation of help desk which is managed by the LGU Focal and other C/MSWD staff helped ease the activity such as verifying the supporting documents of Pagtugot, grievances and queries of the beneficiaries. Brochures were distributed so with radio programming and other social media platform as integral part of advocacy of the program.

It was always a challenge of the program implementation that there are still inclusion and exclusion error. During validation, it is difficult for a validator to decipher the statement of an interviewee if she/he is telling the truth. Sometimes secondary data gathered at the neighbours, BLGU officials and relatives. Secondly, political intervention attributes high rate of unclaimed stipend during pay-out because information is biased to conflicting parties. The SPPMO staff are more focused now on community approach to strengthened the efforts in mainstreaming those poor senior citizens who were left behind.

The installed SPInS database has been the brain of the system's fast flow in implementing the program. It justifies all the quick data generation and access of information. The office is still very dutiful in reaching out the poor and indigent senior citizens in the region. An additional 20,000 indigent senior citizens have been validated and added in the roster of wait list beneficiaries but the office aimed to saturate the 40,000 reported waitlist and validate new applicants based on LGU reports. These additional validated senior citizens are already encoded in the SPInS database and are subject for cross matching at the Central Office to acquire a cleanlist indigent senior citizens.

C.2 Implementation of Centenarian Act 2016

In accordance with Republic Act No. 10868 or "An Act Honoring and Granting Additional Benefits and Privileges to Filipino Centenarians, and for Other Purposes" also known as the "Centenarian Act of 2016," all Filipinos who have reached 100 years old and over, whether

residing in the Philippines or abroad, will receive a centenarian cash gift amounting to Php 100,000.00.

Table 19. Targets versus Accomplishments on Output Indicators of Centenarian

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of centenarians provided with cash gift	16	10	+6 or +60%	Major Deviation

In 2019, a total of 16 centenarian beneficiaries were granted their cash gift/incentives in the amount of P100,000.00 each, whose ages are between 100 to 102 years old. 13 out of 16 or 81.25% of the centenarian gift beneficiaries are female and the remaining 3 or 18.75% are male.

D. Protective Programs for Individuals in Need or in Crisis Sub-Program

D.1 Assistance to Individuals in Crisis Situation (AICS)

The Crisis Intervention Section (CIS) Field Office Caraga is the prime implementer of the Assistance to Individuals in Crisis Situation (AICS). AICS is considered a social safety net mechanism of the government to assist families who are confronted with crisis situation and financial deficiencies. It is one of the DSWD's protective services for the poor, marginalized and disadvantaged individuals. Through AICS, clients in distress situation with depleted financial resources were greatly helped. These individuals have nowhere to turn to and are expecting that the government can help them in their need, in times, when the LGUs are unable to provide them of the services because of limited budget and political colors.

Table 20. Targets versus Accomplishments on Outcome Indicators of AICS

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of clients who rated protective services provided as satisfactory or better (AICS)	100%	100%	0%	Full Target Achieved

Based on the outcome indicator, one hundred (100%) of the clients, who answered the satisfaction survey have rated the services provided with "very satisfactory" rating. For CY 2019, a total of 48,569 clients were administered with the satisfaction survey out of 54,555 total clients served by CIS. The overall rating per type of assistance is Very Satisfied with a numerical rating ranging from 3.81 to 4.00. All clients were very satisfied of the services extended to them.

Table 21. Targets versus Accomplishments on Output Indicators of AICS

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of beneficiaries served through AICS	54,555	33,000	+21,555	Major Deviation

For the CY 2019, the Crisis Intervention Section was able to serve a total of 54,555 clients in the amount of Php251,881,594.30. The amount and number of clients served for this year has rapidly increased as compared from the previous year with only 20,083 clients and Php165,700,000 grants. This is due to the increase of budget allocation and the flow of referred clients coming from congressional districts. Hence, the CIS accommodates the influx of clients who came to the regional office and satellite offices.

Another reason for the increase of clients is the arrival of new social workers in the office which is a great help in the fast delivery of service to the clients. The Field Office was able to hire 18

social workers during the 4th quarter of this year. These 18 social workers were assigned per district and 2 social workers for Malasakit Centers assigned in Caraga Regional Hospital and Butuan Medical Center respectively. With this, huge number of clients have been catered in every Satellite Offices. Additional social workers who catered the clients resulted to decrease of waiting time per client. It also lessened the workload of the social workers. In addition, nine (9) additional staff -Administrative Assistant II were also hired last December 2019 to assist in the processing of liquidation reports and billing statements in every Satellite Office.

The highest clients served is the Medical Assistance with 36,412 clients in the total amount of Php183,920,314.16. It is followed by Educational Assistance with 8,483 clients in the amount of Php25,453,336.00 There is a significant increase of clients provided with educational assistance compared from the previous semester with only 64 clients served in the amount of Php150,000.00 only. This is because during the 4th quarter, CIS received several referrals from congressional district for educational assistance mostly college students for the augmentation of tuition fees and other educational expenses. Priority was given to students who are in crisis situation and those whose family income are below the poverty threshold. Agusan del Sur, Surigao del Norte and Dinagat Islands are the provinces which has the most numbered of clients provided with educational assistance with 3,556; 2,656 and 2,088 clients respectively.

Third in rank is the Burial Assistance with 6,430 clients in the amount of Php31,359,013.05. The amount of the Burial Assistance is higher compared to the total amount of Educational Assistance this is because, the maximum amount for burial assistance is 25,000 while the maximum amount for educational assistance for college students is only 5,000.00. The average amount per student who was provided with educational assistance is Php3,000.00.

Food, Cash and Transportation Assistance are the least sought type of assistance which comprises only from 1% to 3% of the total clients served. These three types of assistance are usually provided to clients as additional services aside from the medical and burial assistance they have received from the CIS. Most of these clients are those who are caring a sick relative in the hospitals and or those with deceased loved ones.

Table 22. Financial Performance of AICS

Program/Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
AICS	263,658,928.12	248,239,007.83	176,913,109.98	94.15%	71.27%

For 2019, AICS has a total grant funds of Php 263, 658, 928.12 which are breakdown as follows:

AICS Regular Funds	- 153,000,000.00
Unprogrammed Funds	- 109,535,000.00
Continuing Funds	- <u>1,123,928.12</u>
Total	- 263,658,928.12

The regular funds in the amount of Php153,000,000.00 and the 2018 Continuing Funds of Php1,123,928.12 were already 100% utilized. The non-negative variance of 5.85% unobligated funds is from the unprogrammed funds with a remaining balance of Php15,419,920.29. The hindering factor why there is a remaining unutilized funds since 42% of the unprogrammed funds were only downloaded during the last quarter of this year and it would be hard for the FO to utilize it fully when it was only transferred to the FO towards the end of the year. Moreover, there is a negative variance of 28.73% as to the Disbursement Utilization Rate considering that billings of the service providers were completely submitted

on December 2019 and some of them are considered as accounts payable. Thus, the utilization rate for Disbursement is only 71.27%. Another hindering factor is the limited staff per Satellite Office who can process the billings of the service providers. Aside from that, series of activities of the SWAD Team Leader hinders the delayed review and approval of case study reports, review and processing of billings and replenishments. The Field Office should assign a separate staff (regular SDO) who will handle the cash disbursements and will review the voluminous documents/vouchers of the service providers.

D.2. Assistance to Communities in Need (ACN)

Aside from AICS, the Crisis intervention Section is also the prime implementer of Assistance to Communities in Need (ACN) in which it has tow (2) core projects such as Construction/Repair/Improvement of Child Development Centers and Construction/ Repair / Improvement of Senior Citizen's Center.

Table 23. Targets versus Accomplishments on Output Indicators of ACN

Output Indicators	Accomplishments	Targets	Variance	Assessment
Construction/ Repair of Day Care Center and Senior Citizen Center through Assistance to Communities in Need	68	98	-30	Major Deviation

The physical target from the WFP is composed of 98 projects however, due to no downloading of funds there are 6 projects that are not yet downloaded with funds. Thus, there is a total of 92 projects to be completed. In addition, most of the not yet completed projects are still ongoing for construction and procurement process.

As of December 2019, ACN has completed a total of 68 projects, while 18 projects are stinn on-going for construction, 6 projects are for procurement process with at total disbursed amount of P70,600,000.00.

D.3. Adoption and Foster Care Program

The Field Office Caraga has served a total of 275 (183 adoption, 92 foster) cases for this year. For adoption cases, 135 are surrendered, 12 are foundling, 27 are abandoned, 5 are neglected and 4 are dependent. Consistent with previous year, female children remain higher compared to the male children. The female children is 59.56% while male children is only 40.43% out of the total of 183 children. The variance would depend on the child preferences of the adoptive parents in which most of these cases are direct entrustment. On the other hand, out of the 92 foster cases, 43 are males and 49 are females.

Table 24. Targets versus Accomplishments on Output Indicators of Adoption and Foster Care Program

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Number of Children Placed Out for Domestic Adoption Issued with CDCCLAA	10	15	-5 or -50%	Major Deviation
Number of Children Placed Out for Domestic Adoption Issued with PAPA/ACA	11	7	+4 or +36%	Major Deviation
Children Placed Out for Foster Care	27	21	+6 or +22%	Minor Deviation
Children Endorsed for Inter-country Adoption	1	ANA	-	-

Based on the accomplishment, there are variance on the targets versus accomplishments. The following are the reasons for variance:

Under the Output Indicator 1 which is number of children placed out for domestic adoption issued with CDCLAA, there is a variance of -5 which means that out of the 15 targets, only 10 were achieved or issued with CDCLAA. Although the field office has endorsed a total of 15 dossiers for 2019, only 10 were issued with CDCLAA. As of January 2020, there is 5 cases which are pending for issuance. The reasons on this variance are due to the following:

- a. Issuance was put on-hold following CO Comments/ observations. These comments are usually on the inconsistencies of data, lack of actions taken by MSWDO to prevent the child from giving up to adoption, additional requirements and so on. The inconsistencies of data would mean that the documents did not coincide, for instance the spelling on the name of child's mother in the child's birth certificate is different as compared to the ID of the mother or the Deed of Voluntary Commitment which the mother has executed. The CO will not accept Affidavit of Two Disinterested Person to prove that the mother as stated in the Birth Certificate and the one who signed the DVC are one and the same person only. The CO requires for resigning of DVC of which the mother is working abroad.
- b. Non-issuance of the PSA of Civil Registry Documents (CRDs) following its Memorandum which requires the Data Sharing Agreement on the request of the said documents. One of the CRDs is the Birth Certificate which is one of the required documents in the CDCLAA
- c. Delayed compliance of the PAPs to comply the required documents. Most of the cases handled in the Field Office are direct entrustment which means that children were directly placed-out for adoption by their parents to the adoptive parents.
- d. Delayed feedback/ compliance of other regions on the requested documents. There are cases of children whose biological parents are residing in other regions but directly entrusted their children in Caraga Region especially for children born-out of illicit affair. The FO would request some documents but the concerned FO did not submit/ send the requested documents the soonest.

Under output indicator 2 which is Number of Children Placed Out for Domestic Adoption Issued with PAPA/ACA, there is a variance of 4 considering that the target is only 7 but the accomplishment is 11. The following reasons of the variance:

- a. Commitment of the staff to achieve the targets. Social Workers conducts homevisits/ interviews even prior to the submission of complete documents to gather information
- b. most of the cases presented to Matching Conference has minimal comments from RCWSG hence, issued with ACA/ PAPA immediately
- c. Continuous follow-up with PAPs either verbal or official communication on the submission of documents
- d. Availability of the RCWSG members during the Matching Conference. There is available alternate members in case the permanent members are not unavailable

Under output indicator 3 which is Children Placed Out for Foster Care, there is a variance of 6 considering that the target is only 21 but the accomplishment is 27. One of the primary reasons for this variance is the commitment of the staff to comply the targets. Also, the FO conducts regular case conference to fast track the movement of cases and coordinate with RCWSG on availability for Matching Conference. The availability of alternate members in the absence of permanent members during Matching Conference is also a contributory factor why the office has achieved its target.

Under output indicator 4 in which children are endorsed for Inter-country Adoption, the Field Office has accomplished one case and forwarded to CO due to the availability of the case and compliance of the concerned parties on the required documents.

Table 25. Financial Performance of Adoption and Foster Care Program

Program/Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Alternative Family Care Program	8,787,676.00	8,579,676.00	8,579,676.00	98%	98%

Table 26. Financial Performance of Adoption and Foster Care Program (Foster Subsidy)

Program/Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Foster subsidy	3,852,000.00	3,644,000.00	3,448,510.00	95%	94.64%

Meanwhile, based on the financial accomplishment, only 98% were utilized of the total P8,787,676.00 budget allocation. The unutilized amount of P208,000.00 was returned to CO because it is the excess budget from foster subsidy. The total budget allocation for foster subsidy is P3,852,000.00 but only P3,644,000.00 was utilized. Among the 92 foster children, only 38 children were provided with subsidy based on the assessment of the social worker. Lately, the CO has informed that they will no longer withdraw the P208,000.00 hence, it will be a continuing fund for 2020. Of the 38 subsidized children, there are 12 males and 26 females.

D.3. Minors Traveling Abroad

For the 2nd Semester 2019, there were 196 inquiries facilitated by the MTA Unit. Out of these numbers, only 176 minors had been issued with travel clearances since others are still complying the requirements while some did not return to the office anymore to pursue their application. Of these 176 minors, 142 are new applicants while 34 are subsequent travels. These subsequent travels are those minors who join their parent/s abroad, vacation and those minors who were identified by their schools to participate again in academic/sport competitions, study tour, conferences and other-related activities abroad.

The office was able to raise an amount of Fifty One Thousand Three Hundred Pesos (P 51,300.00) to include the two (2) minors who availed the 2 years validity period. Supposedly, the total amount to be collected would be P 53, 400.00 but there were seven (7) minors availed "FREE OF CHARGE" considering that as per MTA Omnibus Guidelines states that "Should there be amendments/ changes in the issued/used travel clearance e.g. companion and/ or country of destination, changes can be done as long as the travel clearance is within in validity period. No additional fee shall be required for the changes to be made.

The major reasons of minors travel abroad are tour/vacation, visit parent/s, join with parent/s, educational and sport competition.

- a) Tour/Vacation is the number one reason with 77 cases since minors' parents or relatives (Grandparents/Aunt/Uncle) treat them abroad as gift of their good academic performance in school and birthdays. In most cases, minors' family have availed promo fares from airlines.
- b) Visit parent/s ranked 2nd with 54 cases since OFW parent/s would usually invite their children/child to spend quality time with them abroad
- c) 3rd rank with 22 cases, is sport activity. Several students from Caraga travelled abroad to participate in different sport event such as Tchoukball game and Taekwando Tournament,
- d) The rest are for join parent/s with 18 cases and educational with 5 cases.

There are thirty (30) countries considered as travel destination of minors travelling abroad. A total of 191 minors visited in the said countries. Actually, this figure does not coincide or not

equal on the 176 total number of minors issued with travel clearances because there are minors who travelled to more than one country at a time. China ranked no.1 with 36 minors because it is one of the most visited countries due to its magical and wonderful tourist attractions specifically in Hong Kong and Macau such as Hong Kong Disneyland, Ocean Park, Clock Tower, Macau Eiffel Tower Observation Deck, The Venetian Macau and many others. Aside from this, it is located within Southeast Asia which is nearer the country. Thus, Filipinos can easily travel due to cheap flights and visa-free entry compared to other countries. The 2nd rank is UAE with 30 minors because there are also plenty of OFWs in this country who regularly invited their loved ones to bond with them abroad.

The 3rd rank is Singapore with 27 minors visited in the said country. It has become a prospect place for vacation/leisure trip of most Filipinos. Likewise, so many Filipinos working in Singapore nowadays that regularly invited their loved ones or child/ren to spend quality time with them. Then, the rest of the minors travelled to different countries around the globe.

Among the five (5) provinces in Caraga region, Agusan del Norte has the highest number of minors travelled abroad considering that the capital city which is Butuan belongs to this province. Butuan City is consistently at the 1st rank with highest number minors travelling abroad compared to the other areas in Caraga due to the following reasons;

- Butuan City has higher population compared to other LGUs and considered to be highly urbanized city.
- There are more numbers of Overseas Filipino Workers (OFW) in Butuan who regularly invited their children or nieces/nephews for vacation. Likewise, parent/s who already stayed abroad invited their child/ren to stay with them.

E. Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-program

E.1. Recovery and Reintegration Program for Trafficked Persons

Recovery and Reintegration Program for Trafficked Persons is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach, delivers a complete package of services that will enhance the psychosocial, social and economic needs of the clients. It also enhances the awareness, skills and capabilities of the clients, the families and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensures the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

For the 2nd semester of 2019, the Recovery and Reintegration Program for the Trafficked Persons (RRPTP) has served 29 new cases and 26 carry-over cases with a total of 55 new and old cases in which 17 are males and 38 are females. These identified trafficked persons are provided with different interventions after they were referred to the Field Office for their recovery, healing and reintegration to their families.

Table 27. Targets versus Accomplishments on Outcome Indicators of RRPTP

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of Trafficked persons reintegrated to their families	100%	100%	0%	Full Target Achieved

Table 28. Targets versus Accomplishments on Output Indicators of RRPTP

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of trafficked persons provided with social welfare services	79	65	+14 or or +21.53%	Minor Deviation

As to the number of trafficked persons provided with social welfare services which has 3 sub-indicators such as the Quantity, Quality and Timeliness. For the Quantity, there is a variance of 13, since we accomplished 78 versus the 65 physical targets. In this case, the variance attributes to the cases of carry-over TIPs who are assessed to be eligible for an additional assistance for the current year. Also, the RRPTP-Caraga receives allocated budget of P 609,000.00 for grants/subsidies which is the highest funding so far, hence, the workers commits to provide different services to TIPs nationwide thus the full utilization of the funds. For Quality, a variance of 12 since there are 51 families provided with 2 or more services including financial assistance since per assessment, these families are eligible to receive monetary support to adequately afford the educational needs of the schooling children and to aid in augmenting their income. The financial assistance provided would appropriately catered to the complex needs of the families. For the Timeliness a variance of 13 since we cater more TIPs versus the targets and it follows with the Quantity. These TIPs are provided with at least one service under RRPTP which counted the psychosocial services or psycho education which is immediately provided upon rescue, intake interview, assessment and follow-up visits.

The RRPTP are able to comply the required task despite of the lack of worker and the increasing cases of trafficking in persons in the region. Further, the RRPTP Social Worker continuously conducted assessment of the cases referred and provision of different interventions to the trafficked persons and continuous conduct of home visits to the cases served and provided interventions based on assessed needs.

Table 29. Financial Performance of RRPTP

Program/Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				<i>Obligations</i>	<i>Disbursement</i>
RRPTP	1,820,890.00	1,820,890.00	1,820,890.00	100%	100%

E.2. International Social Service Office

The Field Office thru the ISSO Permanent and Alternate Focal Persons together with the CIS-AICS Satellite Offices, provision of immediate services to OFWs in distress was achieved. Referrals from the SWAtts with critical condition were responded immediately and were also monitored. This year, served OFWs availed two or more services while some availed more as they were identified as trafficking victims hence referred to RRPTP for livelihood and educational assistance.

2019 is indeed a challenging year with a lot of surprises. Countries in the Middle East with abusive employers are also increasing but despite that the government also intensified its efforts in combatting these cruelties by providing comprehensive assistance for their recovery.

Table 28. Targets versus Accomplishments on Output Indicators of RRPTP

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of distressed and undocumented overseas Filipinos provided with social welfare services	319	300	+19	Minor Deviation

A total of 319 OFW clients who were repatriated from Saudi Arabia, Kuwait, Hongkong, Abu Dhabi, Dubai, Malaysia, Singapore, Syria and Qatar. Women who worked as Household Service Workers in Arab countries has the highest cases and followed by Skilled Workers in the construction sites who were men with unpaid salary and early termination of contract. There were only very few cases of professional workers who were also maltreated and abused as recorded as they were victims of unfair labor practices. Cases from Dubai, UAE who availed the amnesty program were identified as human trafficking victims and were referred to RRPTP and they were all provided also with financial assistance which includes livelihood and educational assistance.

Organizational Outcome 3: Immediate relief and early recovery of disaster victims/survivors ensured

The Disaster Response and Management Division (DRMD) is mandated to provide immediate relief and early recovery of disaster victims based on the Agency's Organizational Outcome 3.

Table 29. Targets versus Accomplishments on Outcome Indicators of DRMD

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of disaster households assisted to early recovery stage	99.56%	80%	+19.56%	Minor Deviation

As part of realizing the Organizational Outcome 3, the Field Office (FO) Caraga provided relief assistance to the disaster victims. In 2019, the FO Caraga recorded a total of 2,957 households provided with early recovery services out of 2,970 households in early recovery stage and have managed to achieve 99.56 percent accomplishment for its outcome indicator. This is 19.56 percent higher than the set target of 80 percent. The constant coordination with LGUs serves as the major facilitating factor for the FO to achieve the efficient program implementation.

Table 30. Targets versus Accomplishments on Output Indicators of DRMD

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of trained DSWD QRT members for deployment on disaster response	40	130	-90 or -69.23%	Major Deviation
Number of poor households that received cash-for-work for CCAM	50,695	48,563	+2,132 or +04.39%	Minor Variance
Number of LGUs provided with augmentation on disaster response services	20	ANA	0	-
Number of Internally displaced households provided with disaster response services	8,186	ANA	0	-
Number of households with damaged houses provided with early recovery services	2,957	2,970	-13	Minor Deviation

The DSWD FO Caraga has continued to conduct capacity building activities as part of disaster preparedness activities. Throughout the year, there were only 40 QRT members were trained for deployment on disaster response. Such that, out 130 trained individuals targeted for the year, only 40 individuals were trained and having a negative variance of 90 individuals. Capacity building activities were not conducted due to conflict of schedules of Resource Person and schedule of activity. However, training activities is to be conducted in 1st quarter of 2020 to have an additional trained QRT Members.

The FO Caraga started its 2nd year implementation of Risk Resiliency Program – Climate Change Adoption and Mitigation thru Cash-for-Work Modality for 2019 with a total of 48,563 families as annual target beneficiaries. A total of 50,695 beneficiaries amounting to Php 121,571,970.00 or 104.39 percent of the total target beneficiaries were served. The accomplishment is greater 2,132 families or 04.39 percent that its annual target. The reason for positive variance is due to funds for additional beneficiaries were downloaded by the Central Office, which is not accounted as part of the Divisions annual target.

Due to the series of the fire incidents that transpired in the city/municipality of Butuan City; San Francisco, Agusan del Sur; Tago and Bislig City, Surigao del Sur, the prompted to seek assistance to the Central Office for the provision of Emergency Shelter Assistance to facilitate the recovery and rehabilitation of the damaged houses of the families affected by the fire incidents. Moreover, in 3rd Quarter of 2019, a 5.5 Magnitude Earthquake that jolted the province of Surigao del Sur which affected the CARCANMADCARLAN (Carrascal, Cantilan, Madrid, Carmen and Lanuza) areas. The FO requested for an additional funding for the repair and reconstruction of the damaged houses. Hence, the FO served a total of 498 families amounting to Php 4,845,000.00 for the families affected by the series of the fire incidents, while a total of 2,462 families/households amounting to Php 25,960,000.00 were served for the 5.5 Magnitude Earthquake. Also, the FO provided Cash-for-Work assistance as part of the ESA to the families affected by the earthquake serving a total of 2,462 families amounting to PHP 3,034,800.00.

ORGANIZATIONAL OUTCOME 4: Continuing compliance of SWD agencies to standards in the delivery of social welfare services ensured

According to its mandate, the DSWD is committed to ensuring that the SWD programs and services implemented by social welfare and development agencies (SWDAs) and other service providers are compliant with regulatory standards.

Thus, the DSWD performs regulatory functions over SWDAs implementing SWD Programs and individuals providing with SWD Services – through registration, licensing and accreditation – to guarantee the quality of care and support that the poor, the vulnerable and the disadvantaged can rely on.

Table 31. Targets versus Accomplishments on Outcome Indicators of Standards Section

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of SWDAs with sustained compliance to social welfare and development standards	59.4% or 19 SWDAs	50% of 32 SWDAs	+9.4%	Minor Deviation

With the intention of sustaining the firm enforcement of regulatory standards in 2019, the DSWD Standards Section has managed to conduct monitoring visits to 19 SWDAs to check on compliance with standards for SWD programs and services being offered. This is 9.4% higher than the set target of 16 SWDAs or 50% of 32 SWDAs. Positive variance is achieved due to intensive monitoring conducted to SWAs/SWDAs with certificates neary expiry. This is in relation to the implementation of MC 17 s. 2018 which sets new requirement for RLA. Mobilization of ABSNET in the conduct of monitoring has also been helpful in the achievement of this target.

Table 32. Targets versus Accomplishments on Output Indicators of Standards Section

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of SWAs and SWDAs registered, licensed, and accredited	5	4	+1 or +25%	Minor Deviation
Number of CSO accredited	218	150	+68	

Number of service providers accredited:				
a) SWMCCs	10	10	0	Full Target Achieved
b) PMCs	34	10	+24 or +240%	Major Deviation
c) CDCs	293	250	+43 or +17.2%	Minor Deviation
d) DCWs(ECCD Services)	310	ANA	-	-
Percentage of SWDAs with RLA certificates issued within 30 working days upon receipt of compliant application	100%	ANA	-	-

As to Number of SWAs and SWDAs registered, licensed, and accredited Target surpassed. Variance is due to intensive monitoring and advocacies conducted to SWAs/SWDAs with certificates near expiry. This is done to ensure that they will comply with the new requirements of MC 17 s.2018. Further, the mobilization of ABSNET in every cluster has been very helpful in the achievement of this target. While as to Number of CSO accredited, the accomplishment exceeds 68 from its target. This is strong collaboration with Sustainable Livelihood Program handlers to facilitate the accreditation of their organized groups.

The primary key to the achievement of the targets is to maintain close coordination and communication with the different stakeholders along the different regulatory services that the Standards Section delivers. The mobilization of ABSNET best exemplifies this as this network have been really helpful in advocating for the regulatory services of the department.

Further, having a management that strategically support its operations backed up this achievement. The management supported the deliverables of the section through allocating additional travel expense and facilitated the augmentation support along the CDC/CDW accreditation assessment. The spirit of collaboration, coordination and communication is rooted in this field office.

ORGANIZATIONAL OUTCOME 5: Delivery of SWD programs by LGUs, through LSWDOs, improved.

The Department of Social Welfare and Development has taken significant strides in firming up its organizational and societal contributions towards national development. The department directions in the next five (5) years are spelled out through its Organizational Outcomes (OOs). The fifth organizational outcome focuses on the Department’s mandate relative to the improvement of the delivery of social welfare development programs and services by the LGUs. This can be done through provision of technical assistance and resource augmentation (TARA) to our local government partners, particularly the Local Social Welfare and Development Offices (LSWDOs).

The TARA Program for LSWDO was initially introduced in 2013 when the Department had set a goal to improve the functionality of LSWDOs. It was shared that reactions of Local Social Welfare and Development Officers to the introduction of the tool were quite challenging. There were series of consultation workshop participated by the TARA Focal from field offices and selected LSWDOs for the enhancement of the tool. In September 2018 is the deployment of LSWDO Service Delivery Assessment Tool with a manual for Regional Monitoring Team. The Caraga Region conducted the pre-testing of assessment tool of LSWDO Service Delivery in the municipality of Carrascal, Surigao del Sur together with Mr. Bonn Michael Canoja, PO-III of PDPB. There were comments in some of the indicators and it was reported through PDPB for enhancement of the tool.

Table 33. Total Reach of the Service Delivery Assessment 2019 Implementation: LGUs Assessed and Validated

LGUs	No. of LSWDOs	Assessed and Validated
PLGU	5	5
CSWDO	6	5
MSWDO	67	66
Total	78	76

Table above shows that out of 78 LGUs in Caraga Region, 76 of them were assessed and validated except the municipalities of Taganaan, Surigao del Norte and Butuan City, Agusan del Norte who requested for the deferment of the schedule due to other equally important priorities.

The FO Caraga has no criteria in targeting the LGUs to be assessed. As to the fulfilment of the Department's mandate by providing assistance to local government units, it is essential to include all LSWDOs on the SDA baselining to capture the region-wide representation on the status of the service delivery. The entire data at the local level will be useful for the RMT in prioritizing provisions of technical assistance and services to the partner LGUs. The remaining 2 LGUs will be assessed this year 2020, the validating team is always ready and just waiting for the final schedule from the LSWDO.

Table 31. Targets versus Accomplishments on Outcome Indicators of OO5

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of learning and development interventions provided to LGUs (through LSWDOs)	9	7	+2	Minor Deviation
Percentage of LGUs provided with technical assistance	78 of LGUs 100.00%	78 LGUs 70%	+30.00%	Minor Deviation
Percentage of LGUs that rated TA provided as satisfactory or better	100.00%	80%	+20.00%	Minor Deviaton

Table 31 shows the percentage of physical target versus physical accomplishments by providing technical assistance to our partner LGUs. For the year 2019 the FO Caraga is able to meet the target 78/78 LGUs or 100% provided with TA.

Table 32. Financial Performance of TARA

Program/Activity /Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				<i>Obligations</i>	<i>Disbursement</i>
Provision of Technical / Advisory Assistance and other Related Support Services	541,000.00	541,000.00	268,000.00	100%	49.5%
Provision of Capability Training Programs	732,118.00	732,118.00	547,875.00	100%	74.8%

Table 32 shows the budget allocation intended for the TARA program. There is a difference between obligation and disbursement like the obligated amount as reflected in the activity proposal is not fully utilized. As per information from the Procurement Section the actual quotation is low compared to the total cost re: catering services, accommodation and supplies.

The implementation of Service Delivery Assessment 2019 provides an opportunity to understand the status of the LSWDOs in their respective locality. Majority of the LSWDOs got the Level 1 “Enhanced Service Delivery”. It shows in the validation results that most of the LGUs don’t have available funds for a regular position of additional Social Workers to help the LSWDO as head of the office. Even the magna carta for social workers until now remains as their sentiments.

In most cases, social services are not a priority of the LCE thus, fund support for the implementation of various programs and services for the sectoral groups are limited. One of the gaps that was discovered during validation is the lack of awareness of the LCEs and other concerned offices about Social protection and the lack of corresponding budget allocated for the implementation of the mandatory programs.

SUPPORT TO OPERATIONS

A. Policy Development & Plans Section

Table 33. Targets versus Accomplishments on Outcome Indicators of PDPS

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of agency plans formulated and disseminated				
a. Medium-term Plans	3	ANA	-	-
b. Annual Plans	3	ANA	-	-

Throughout 2019, the PDPS has a total of six (6) agency plans formulated and disseminated. Of which three (3) are Medium-term Plans namely, Strategic Plan, Result Matrix and Risk Treatment Plan and was accomplished in 1st Quarter of 2019. While in Annual Plans, three (3) plans were formulated, particularly the Agency Performance Measures and Sectoral Plans where it was submitted in 4th Quarter of 2019 and also the updating of RM, APM and RTP which was conducted last February 2019.

Aside from agency plans, the PDPS was also able to conduct planning workshop and M&E activities, such as Conduct of Integrated Performance Review and Evaluation Workshop, Project Coffee Break, Legislative Forum and other meetings/trainings/workshops related to planning.

B. Social technology Section

The accomplishment of the target on replication of completed social technologies is somewhat challenging due to limited funds of the Local Government Units. There is an appreciation of the social technologies, however, most of the LGUs were constrained to sign a memorandum of agreement with the DSWD in the replication of ST. Although it was already explained to them that they may replicate a social technology.

With the implementation of SIPAG Project in Caraga, City of Bislig is hoping that the system would be of great contribution in the management of cases being handled by the Social Workers. They are aiming for a more accessible system that does not require an internet connection so that they will be able to utilize the system anytime.

On the other hand, the City of Cabadbaran through the City Social Welfare and Development Office (CSWDO) having chosen as the pilot area for the implementation of Enhanced National Family Violence Prevention Program (ENFVPP) expressed their gratefulness because they really wanted to implement prevention programs such as this. They are looking forward for a positive result of this program.

The immediate response of the Social Technology Bureau regarding our requests in relation to the conduct of social marketing activities including provision of social marketing collaterals contributed a lot to the accomplishment of target for Field Office Caraga. The technical assistance and resource augmentation from STB really contributed to the Field Office's pilot implementation of SIPAG. However, when it comes to the regionally-initiated social technologies particularly Pamilya sa Gugma wherein there are still activities that need to be conducted, the allocated annual budget parameter is not enough to completely implement all the components and activities. Hence, the need to prepare for a catch-up plan with the consideration of available funds and other resources.

C. National Household Targeting System - Poverty Reduction

C.1. Listahanan 3 Assessment

One of the major activities of the section for this year 2019 is the updating of the Listahanan database of poor households through the conduct of third round nationwide assessment. This activity is very crucial considering that the household assessment only happens once every four years.

The implementation of Listahanan 3 assessment is guided by the following phase: preparatory phase; data collection and analysis phase; validation and finalization phase; and, reports generation and management phase. This year, the section is committed to complete the first and second phase of the project cycle based on the approved L3 workplan.

As to the hiring of required staff complement, a total of 1,185 staff or 100% against the target were hired by the section (Please see Table 1). These accomplishments were made possible through the collective efforts extended by the staff involved during the simultaneous recruitments and selections process.

Hired Listahanan 3 field personnel underwent intensive training, which aimed to equip the staff with necessary skills and knowledge to perform their tasks and responsibilities during the assessment. The trained area coordinators (ACs) were deployed in their respective area of assignments last September 3-7, 2019 to conduct LGU coordination meeting while the area supervisors were deployed on September 16, 2019, right after their four-day training. These staff

had conducted barangay local government units (BLGUs) orientation and general assemblies, which aimed to present the roles and supports needed to the LGUs and communities for the successful implementation of the project. Further, these staff also conducted interviews to the Barangay Captains and ocular visits in connection to the submitted proposed pockets of poverty by the BLGUs.

With the presence of the Provincial/City/Municipal Links (P/C/MLs), Listahanan field staff presented the deployment schedules of the assessment team during the MCAC meeting. This is to ensure that all Pantawid Pamilya beneficiaries are interviewed during the assessment period.

Table 34. Number of Hired Listahanan 3 Field Personnel by Position

<i>Positions</i>	<i>No. of Vacancies</i>	<i>No. of Hired</i>	<i>Percentage of Hired</i>
Area Coordinators	29	29	100%
Area Supervisors	144	144	100%
Enumerators	722	722	100%
Encoding Supervisors	2	2	100%
Encoders	144	144	100%
Verifiers	144	144	100%
Total	1,185	1,185	100%

The office completed the household assessment on December 10 this year. A total of 493,512 households were assessed by the Listahanan field workers based on the Operations Management Result System (OMRS) generated as of January 7, 2020. This is 95% against the regional target which is 519,881. This accomplishment was made possible through the supports extended by partner LGUs particularly in providing guides to ensure that all households especially in far-flung areas are interviewed.

All barangays were completely covered by Listahanan field staff. The section had secured certificate of completion (COC) from the Municipal and Barangay Local Government Unit (M/BLGU) attesting the actual number of households in the area

For the encoding activity, as of January 7, 2020, a total of 299,406 or 61% of the barcoded HAFs were encoded. Completion of encoding activity is expected to complete by end of January 2020. The target timeline for the encoding activity which is expected to complete by end of December was not met due to the following reasons: delayed delivery of 108 laptops; numerous system downtimes were experienced; and, several IMRs were sent to DSWD NHTO regarding the Listahanan 3 System downtimes.

C.3. Listahanan 2 Data Sharing

For this semester, a total of forty-one (41) requests were responded by the section. Of these, four (4) were statistical requests, thirty-five (35) were namematching requests which were mostly requested by the Sustainable Livelihood Program (SLP) and walk-in clients. The remaining two (2) were requests for list of poor households. Furthermore, two (2) or 100% of the target stakeholders utilized Listahanan 2 results for social welfare and development initiatives. These are ACLC Butuan City and LGU of Gigaquit, Surigao del Norte

C.2. Technical Assistance on Listahanan 2 Data Sharing

Being the frontline service of the FO in providing the list of identified poor household and to ensure that partner-stakeholders will be able to use such database, the section provided technical assistance on Listahanan 2 data sharing requirements to Local Government of Unit (LGU) of Gigaquit, Surigao del Norte and AMA Computer Learning Center (ACLC)-Butuan City. With this initiative, accomplished Memorandum of Agreement (MOA), designation of Data Protection Officer (DPO), and other documentary requirements were submitted by these interested parties

Moreover, as part of security measures, Regional Field Coordinator Aldie Mae A. Andoy, together with Regional Information Technology Officer Raffy Pocon, conducted inspection meetings with the designated DPO to discuss about the Salient Features of the Data Privacy Act of 2012 and all its pertinent issuances. After series of follow-ups and personal appearances, the requesting parties have already perfected MOA with Certificate 1, 2, 3, and

4. Requested datasets were turned over to School Director of ACLC-Butuan Alan L. Atega and Gigaquit Municipal Social Welfare and Development Officer Aigleen Molina on October 15 and 17, 2019 respectively

D. Information and Communications Technology Management Section.

D. Internal Audit Section

The IAU was able to submit the compliance to audit recommendation (CARE) updates on the Operation Audit on SLP as committed in the approved MAP; and based on the review and evaluation of the IAS, the FO was able to accomplish 100% compliance with all of the audit recommendations before the end of the one (1) year monitoring period. Also, the IAU submitted to the IMC Secretariat, Central Office the 3rd quarterly Integrity Management Program (IMP) Progress Reports indicating 100% compliance or 34 out of 34 planned integrity activities/measures are implemented. The 4th quarter IMP Progress report will be submitted on or before the set deadline which is on January 20, 2020.

On the other hand, the Agency Action Plan and Status of Implementation (AAPSI) as of November 30, 2019 reflecting the summary and updates and compliance to COA issued audit observation memorandum was submitted last December 06, 2019. The report indicates that forty seven (47) out of sixty-one (61) recommendations or 77.05% are fully complied and implemented while the remaining fourteen (14) are partially complied. Meanwhile, the prior year's audit recommendations has a total of six (6) recommendations for implementation, five (5) or 83.33% are fully implemented and the remaining one (1) recommendation is partially complied.

The unit also contributed in the conduct of ISO-QMS Internal Quality Audit. The entire audit areas assigned was successfully conducted as programmed. The auditors were able to administer and accomplish the audit checklist and prepared the Request for Action (RFA) and audit reports. The personnel of the IAU also participated and lead in various fact-finding investigations for allegedly and anomalous cases of some staff. Lastly, a series of spot-checks and field validation during Social Pension, and CCAM Cash for Work Payout was observed.

The unit was able to achieve all planned targets for the semester and for the year. Significant factors that affect the yielding result are the constant coordination between the staff of the unit and auditee and program handlers; constant follow-up on the submission of the required reports thus resulted in advance submission of the reportorial requirements to IAS and IMC-Central Offices; early or on time submission of responses to COAs issued AOM and audit queries, and compliance to audit recommendations provided with appropriate means of verification (MOV).

E. Social Marketing Section

The Social Marketing Section has been at the helm of leading the communication and advocacy efforts of the Field Office in the implementation of the different programs and services. Having been one of the sections part of the support to operations, the section ensures the delivery of the different activities and advocacy materials critical in ensuring the success of the programs and services.

Table 35. Targets versus Accomplishments on Output Indicators of Social Marketing Section

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of stakeholders informed on DSWD programs and services	0%	85%	-85%	Major Deviation

Number of social marketing activities conducted				-
a) Information caravans	7	2	+5	Major Deviation
b) Issuance of press releases	75	36	+39	Major Deviation
c) Communication campaigns	130	3	+127	Major Deviation
Number of IEC materials developed	76	8	+68	Major Deviation

There is a major deviation for the KAP Survey since the Social Marketing Service has issued the guidelines for the KAP Survey late in the 2nd Semester (October 2019). According to the guidelines, the KAP Survey submission of output is February 15, 2020. Thus, the Social Marketing Section decided to conduct the Survey on January 22, 2020. Ample time is needed for the preparations. So after the guidelines were provided on October, the team made adjustments as to the conduct of the survey. It was hard for the team to have it by November and December, since there were already quite a number of activities lined-up for conduct.

As for the other targets, the Section was able to surpass the targets by a mile with the fact that there was a harmonious working environment (internal and external), which resulted to quite a number of opportunities to go over the targets. And since the Section has 10 able, talented, and active Information Officers/Admin Assistants ready to take on the challenges of delivering the targets, it was possible to really hit the targets – much more, surpass it.

GENERAL ADMINISTRATION AND SUPPORT SERVICES

A. Human Resource Department

As of December 31, 2019, the Field Office has 2214 employees (Regular, contractual, MOA and Job Order staff). Of these, only 43 staff have not yet processed their clearances and deliverables, thus the delay in the release of their salaries and benefits (CNA, last salaries, Additional premium for MOA workers and Job Orders, PBB 2017 and PEI)

Table 36 shows the accomplishment of the Section on its target for CY 2019.

Table 36. Targets versus Accomplishments on Output Indicators of Personnel Section

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of staff provided with compensation/benefits within timeline	97.75%	100.0%	-2.25%	Minor Deviation

Previous semester's unclaimed salaries were already released and claimed. Only 22 out of 90 salary claims are pending for release, awaiting for compliance of requirements.

Overall performance of the Personnel Section in terms of the office target for CY 2019 is 97.75%. Although there is a minor deviation on the target, there is still a need to fully disburse and release these claims on salaries and benefits of staff in order to attain full achievement of the target and provide the benefits due to FO Caraga's workforce.

B. Legal Unit

The Legal Unit is primarily responsible for providing technical assistance and legal support to the Regional Director. It assists the Regional Director by handling administrative cases involving Department personnel and certain litigated cases by providing the Department legal opinions and advice on matters involving its formal mandate and the exercise of its official powers and functions, and by rendering similar and related services.

It provides support to Office/ Sections/ Units in matters relating to interpretation and execution contracts, review of legal documents, provision of legal advice, filing of administrative and/or criminal cases against erring employees, and other legal-related concerns in the performance of duties and functions of any Office/ Section/ Unit, and attends to clients (external) who directly come into the office seeking relief or legal assistance to their legal concerns and/or those clients served by the Protective Services Division.

Table 36. Targets versus Accomplishments on Output Indicators of Legal Unit

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of disciplinary cases resolved within timeline	100%	100%	0%	Full target achieved
Percentage of litigated cases resolved in favour of the Department or Department Personnel	1 out of 9	ANA	-8 or -88.88%	Major Deviation
Percentage of requests for legal assistance addressed	81	ANA	-	-

Indicator 1 and 3 shows no variance as all referred disciplinary cases and requests for legal assistance are addressed. The timeline of actions taken in disciplinary cases are based on the set procedural timeline of the 2017 Revised Rules on Administrative Cases in Civil Service and the Department's policies and SOPs in handling grievances. The Grievance Committee of the Field Office is functional because the members show competence and the Office of the Regional Director and/ or the Director herself largely support the committees recommended actions.

While Indicator 2 shows an 88.88% variance, it is assessed to be only a minor deviation. Litigation of cases starts from the filing of criminal, administrative, or civil case in an appropriate forum/ court/ tribunal.

In this case, Nine (9) criminal cases were already filed at the Provincial/ City Prosecutor's Office of competent jurisdiction. One (1) of the nine (9) cases submitted has been resolved by the Prosecutor's Office and was determined by Court to have established probable cause that could withstand trial, which thereby issued a warrant of arrest against the accused, a former Project Development Officer of the Department, under Sustainable Livelihood Program.

It is considered a minor deviation because the Courts have its own timeline by which it acts on cases, and that the one case that was resolved favoured the stand of the Department. Also, these cases are not filed at once, but, on different dates. Reasonably, resolutions of these cases will not be issued at once as well. It is anticipated though that come first and second quarter of CY 2020, resolution for the remaining cases will be simultaneously issued by the Court, and that each resolution favours the Department.

While the table shows not much of a problem in the operation of the Legal Unit, it do not represent though the real functionality of how the Unit performs and how it was beset by difficulties.

For example, while Indicator 2 shows that there were nine (9) cases filed in the Court and that one (1) was resolved in favour of the Department, it does not show whether or not these cases are filed aptly (a reasonable lapse of time) right upon discovery of the acts and omissions committed by employees that violates existing laws. The indicator does not specify as well, whether it refers to a final decision of the Court to a particular case or of points/ stages where appropriate office/ tribunal/ court makes decisions. For example, decision making at the Prosecutor's level for assessment of probable cause, or of a Judge for issuance of warrant, or of a final decision that determines the conviction or acquittal of an accused. If it means the latter, we may be unable to give account in a year's assessment. Meaning, considering our Justice System that often takes years to close a case, it would be impossible to give a positive/ negative report as regards to litigations resolved in favour of the Department or Department Personnel indicator.

C. Administrative Services

The Administration Division (AD) is providing the support role to the operations of the Field Office (FO). The timely and speedy delivery therefore of the support-role from AD units namely, the records, general services, procurement and property shall have direct and indirect effect for the effective and efficient delivery of DSWD programs and services.

C.1. For General Services

14 out of 10 facilities were repaired and renovated and was able to provide the preventive maintenance of the 7 existing vehicles. Also, the acquisition and of 2 new vehicles for the centers (2 Innova donated by China) and 1-six-wheeler winged-van for disaster operations (donated by Japan);

C.2. Property Section

Due to uncontrollable circumstances the reciprocal donation was not completed. Just lately this December, the FO Caraga received the Inspection Report from the DENR Caraga positively recommending for the execution of deed of donation. However, this still way ahead since authority from the Office of the President have to be secured before DSWD Secretary Bautista can execute deed of donation back to PGAS.

C.3. Records Section

The records section was able to digitize 5775 records under the Document Tracking System (DTS). To date, the Digitization Project was already awarded to Caraga State University (CSU) with project implementation coverage from December 2019 to April 2020.

C.4. Procurement Section

The Procurement section processed a total of 1,526 Purchase Requests (PRs), and 1,824 Purchase Orders (POs). The section was also able to meet the procurement requirements both for the SFP and CRCF (RA 9184).

In totality, the AD was able to meet its expected deliverables. However, other deliverables beyond control by the division has to be extended next year - the Digitization Project and Siargao Islands SFP due to no qualified and responsive service provider hence, opted to alternative bidding.

D. Financial Management Division

Table 37. Budget Utilization Rate

	F101	CONT	F102	TOTAL
ALLOTMENT	2,153,144,460.09	147,150,539.38	175,818,046.32	2,476,113,045.79
OBLIGATION	2,122,422,581.84	137,927,669.48	175,818,046.32	2,436,168,297.64
BALANCE	30,721,878.25	9,222,869.90	-	39,944,748.15
RATE	98.57%	93.73%	100.00%	98.39%
Savings Due to:				
Bidding - SFP				1,101,261.02
SVP - SFP				4,440,417.57
Waived LGU's - SFP				1,886,400.00
Waived by PAMANA Beneficiaries				9,222,869.90
Savings				16,650,948.49
Adjusted Obligations				2,452,819,246.13
Utilization Rate				99.06%

Field Office Caraga has obligated P2,436,168,297.64 out of P2,476,113,045.79 total allotment received . This accounts for 98.39% utilization rate. The utilization rate is further raised to 99.06 if savings amounting to P15,650,948.49 are considered.

The budget utilization is facilitated because program focal persons are made aware of the status of their funds through the conduct of Account Management Team Meetings whenever necessary. Also, accounting and reporting for the 13,783 transaction vouchers is facilitated with the use of an Integrated Financial Monitoring System (INFIMOS), computerized accounting system installed by the Financial Management Division (FMD).

III. OVERALL ASSESSMENT/CONCLUSION

Throughout 2019, the DSWD FO Caraga fared well in delivering the programs and services to poor, vulnerable and disadvantage Caraganons. Management and stakeholder's full support and constant monitoring of the Office's performance are the major contributory factors on the achievement of the above-mentioned results. Also, dedication and expertise of highly committed technical staff, and funding support for programs, activities and projects are considered the essential inputs for the Department to fully implement and deliver the Department's programs and social services.

Furthermore, right planning/targeting and compliance to guidelines play also a vital part. Planned activities were timely undertaken to efficiently deliver and comply the department's program and services. Such that, majority of the output indicators were achieved vis-à-vis the annual target. Also, to deliver more efficient and effective services, the FO Caraga has come up some innovations and development of systems and adopted/replicated some good practices.

Given the achieved output indicators from respective Programs and Projects, it sheds light to achieve also the outcome indicators. Most of the outcome indicators were fully achieved and some were accomplished beyond the given target. While there were some indicators that were unmet since there some external factors that are beyond the FO control that leads to hinder the implementation.

With that, the DSWD FO Caraga still continues performing committed to its mission in achieving the Agency's Organizational Outcomes in order to realize its vision that all Caraganons will be free from hunger and poverty, have equal access to opportunities, and enabled by a fair, just and peaceful society.

IV. RECOMMENDATIONS

Considering the issues and concerns experienced by Program Offices/Divisions/Sections/Units during CY 2019, and in order to fully achieved the expected target for CY 2020, the following recommendations were encouraged, to wit:

<p>Pantawid Pamilyang Pilipino Program</p>	<ul style="list-style-type: none"> • Completion of 2019 SWDI Administration to determine improvement in level of well-being of 4Ps households; • Full implementation of RA 11310, or the Act Institutionalizing the Pantawid Pamilyang Pilipino Program, also known as “4Ps Act”; • Continuously monitor households and children on their compliance to program conditions; • Conduct activities as planned and scheduled.
<p>Sustainable Livelihood Program</p>	<ul style="list-style-type: none"> • The SLP Field Office Caraga is looking forward to have an additional implementing staff in order to augment to areas where difficulty is observed. The office also recommends to train more staff as the Provincial Coordinators request for it to aid them in the field. Furthermore, constant monitoring and technical assistance is also needed so as to assess the projects and monitor how well the associations are doing and what difficulties they are encountering all throughout the implementation and the post implementation.
<p>KC-NCDDP</p>	<ul style="list-style-type: none"> • As KC-NCDDP approaches its end, Program management and the Department should shift focus - into sustaining gains. Institutionalizing structural changes that was jumpstarted by CEAC should form part with the FO’s technical assistance provision to local government units, to LSWDOs in particular. Partnership with the NCIP and with the DILG relative to ensuring participatory development planning and implementation should likewise be continued by the FO.
<p>Regional Rehabilitation Center for Youth (RRCY)</p>	<ul style="list-style-type: none"> • Requesting for an increase in fund allocation for 2020 as it is projected that there are more CICLs to be referred in the center and considering the unavailability of Bahay Pag-asa in the LGUs. • Continue the conduct of dialogue to parents and family of relatives to resolve conflicts and continue constant coordination with handling lawyers, courts, and friends of RRCY. • Finalize the revision of the Manual of Operation in preparation for the Level 3 accreditation. • Sustain the conduct of monitoring and FGD with staff from Program Management Bureau (PMB). • Dialogue with court personnel and handling counsel of the residents for the possibility of Release on Recognizance (ROR) and community diversion program.
<p>Social Pension for Indigent Senior Citizen</p>	<ul style="list-style-type: none"> • No updated list of pensioners from SSS, PVAO and GSIS as basis to cross match the additional potential beneficiaries. Thus, for Central office to fast track the MOA between the said agencies to determine application of inclusion. • Limited staff to handle the 140,000 senior citizens social pension beneficiaries. Given that, it is suggested for an additional budget for the hiring of additional PDO staff. • The staff are not prepared for the transition period from DSWD to National Commission of Senior Citizens. It is recommended to have early issuance of official guidelines/IRR to prepare for the transition period.

Crisis Intervention Section	<ul style="list-style-type: none"> • Social Workers are overloaded with pending case study reports as they could not prepare it during weekdays for, they are serving clients. Thus, for CO to revised the MC 11 AICS Guidelines that the amount of assistance needing Social Case Study Report should be changed from 5,000 to 25,000 and above. • Maximum outright cash of 10,000 is only minimal especially if the client is a cancer patient whose medicines are not available in the local pharmacies. Thus, for CO to revised the MC 11 AICS Guidelines to increase the maximum outright cash assistance from 10,000 to 20,000. • Limited time to utilize the funds which was downloaded by CO almost end of the year. For CO to download the funds early on to give more time for FO to utilize and exhaust the funds.
Assistance to Communities in Need (ACN)	<ul style="list-style-type: none"> • For the PMB to send response letter regarding on the submitted request for exemption of ACN projects on "No Fund Transfer Policy". • Funding from PMB in the annual conduct of Assessment Review on the implementation of ACN projects.
Minors Traveling Abroad	<ul style="list-style-type: none"> • Central Office to allocate budget for MTA Services purposely for supplies/materials and conduct of advocacy activities/MTA Orientation to LGUs and other stakeholders.
Adoption Resources and Referral Unit	<ul style="list-style-type: none"> • For Central Office to consider the amendment of indicator from CDCLAA issuance to endorsement of CDCLAA • For Central Office to study the cases of direct entrustment cases in order to penalizes the concerned parties • For Central Office to fast track the issuance of Data Sharing Agreement in order to facilitate the issuance of Birth Certificate and other Civil Registry Documents • For Central Office to issue a policy on the expiration of Pre-Adoption Placement Authority (PAPA) and Affidavit of Consent to Adopt (ACA) so that PAPs will be forced to file the Petition immediately. In this way, those PAPs who failed to file the Petition shall be reassessed again • For Central Office to study the cases of children born within valid marriage to prevent family background • For Central Office to allocate funds for the purchase of equipment. The Field Office has newly hired 3 additional social workers but they do not have laptops/ desktop. Also, the FO is needing a heavy-duty scanner for the scanning of all adoption and foster cases as part of database management.
RRPTP	<ul style="list-style-type: none"> • Absence of shelter facility to cater male TIPs. Thus, establishment of facility is needed. • For Central Office to update regarding the status of Joint MC of RCAT-ACP-VAWC.
ISSO	<ul style="list-style-type: none"> • Allocation of funds for the provision of grants including the logistical support of the program • Allocation of funds for the capital outlay (computer and printer with scanner) for the SWO-II
DRMD	<ul style="list-style-type: none"> • NRLMB to provide funds and capital outlay for the construction of regional warehouse. • NRLMB to create position and authority to hire as well as provide budget for the hiring of winged-van drivers • DRMB to finalize the RRP-CCAM Guidelines

	<ul style="list-style-type: none"> • DRMB to ensure the timely downloading of funds per approved MDP and WFP for CY 2020 implementation • DRMB and the DSWD-FOs to continuously lobby/advocate with the DSWD Management to allow the LGU fund transfer modality. • Revised rate and working days per DRRM thematic area included on the proposed guidelines on Cash/Food-for-Work/Training and Caring (C/FFW/T/C). • DRMB, in coordination with the FOs and HRDB to review and align the structure and positions at the DSWD-FOs considering the geographical coverage, physical and financial targets subject for implementation in CY 2021. • DSWD-FOs to submit to DRMB its existing evaluation tool for harmonization and dissemination to all DSWD-FOs. • DRMB to explore the creation of position and hiring of one (1) Information Officer per DSWD-FO to focus on documentation and information management. • DRMB to meet the FMS and HDRB at the DSWD-Central Office for the conduct of an orientation dialogue with the DSWD-FOs' operations, finance and human resources officers/personnel on the following concerns and among others: <ul style="list-style-type: none"> • Hiring process. • Load allocation. • Payment of overtime pay. • Documentary requirements.
Standards Section	<ul style="list-style-type: none"> • Continued funding support for the SWOI and if possible PDOI-COS workers for the augmentation of the tasks and responsibilities of the Standards Section considering that the Standards Section Caraga has only three (3) permanent and one (1) contractual staff composed of one (1) Admin Staff and two (3) technical staff for the whole operations in CARAGA Region. • With the new travel per diem rates, additional fund allocation to travel expenses should be considered. • Additional allocation for ABSNET mobilization to further encourage ABSNET member's participation • Cascading of all targets should be communicated early in the year in order for the region to be able to strategically plan the activities throughout the year.
Technical Assistance and Resource Augmentation (TARA)	<ul style="list-style-type: none"> • The FO Caraga recommend continuous conduct of LSWDO Service Delivery Assessment to the remaining two (2) LGUs and the conduct of capacity building and monitoring among partner LGUs. Lastly, incentives for LGUs who have reached the level 3 which is "Improved Service Delivery" in the next round of assessment.
Policy Development and Planning Section	<ul style="list-style-type: none"> • No consultation from FOs on formulation of Policy/ Guidelines (i.e. GAD Guidelines, ECCD, etc.). Such that, prior to the finalization of guidelines, PDPS staff should be consulted especially if they will be involved in the operationalization of the guidelines. • Capacity-building/Training for HPMES Reportorial.

Social Technology	<ul style="list-style-type: none"> It has been observed that the provision of start-up funds for LGUs who forged MOA with DSWD for the replication of social technologies is one of the factors that somehow encouraged the LSWDOs to replicate the completed ST which would respond to the emerging needs of their respective locality. With this, we recommend to increase the amount of start-up funds in the succeeding years as a resource augmentation in the implementation of the replicated ST. <p>STB to might as well consider providing funds for the hiring of additional STU staff to assist in the pilot implementation of KAPAYAPAN and in the conduct of social marketing activities. Additional staff is also of great help in the pilot implementation of regionally-initiated STs.</p> <p>Institutionalizing the conduct of social marketing activities at the national level whose participants are the Key officials of the LGUs could also be a contributory factor in increasing the number of LGUs/partner intermediaries who will replicate the completed ST.</p>
NHTS-PR	<ul style="list-style-type: none"> In order to ensure the completion of Listahanan 3 Project Cycle (including the 3rd and 4th phase) within the approved adjusted implementation timeline, it is recommended that its allocated funds must be downloaded to the field offices in the 1st quarter of CY 2020 to start the procurement process for the upcoming validation and finalization phase.
Internal Audit Unit	<ul style="list-style-type: none"> In order to fully achieved the expected target and accomplishment of the unit likewise exercise its core and specific functions and responsibilities the following should be maintained and observed: constant coordination and follow-up between the auditee and auditor, and IAS staff and the IMP concerned program handlers; advance or on-time conduct of planned IM activities and activities indicated in the MAP; and advance submission of the required reports and compliance to audit recommendations both internal and external audits, and IMP progress report provided with corresponding and appropriate MOVs. It is also recommended that for the management to provide and allocate budget for spot checks, field validation in order to increase the scope of the audit and areas to be visited.
Social Marketing Section	<ul style="list-style-type: none"> The Social Marketing Section was successful in performing its task because of the well-planned activities which complimented the needs for the support to operations. For the 2nd semester of 2019, a performance evaluation workshop should be conducted by the section to check whether the section is able to manage the different activities in the communication plan which would further strengthen the performance of the section. Budgetary requirements must also be considered for the conduct of the up-coming activities, for the Section to continue its excellent performance
Personnel Section	<ul style="list-style-type: none"> The following strategies are to be taken into consideration for year 2020 in order to achieve the full target achievement, to wit: <ul style="list-style-type: none"> To facilitate payment of the above-mentioned unclaimed salaries and benefits, close coordination with program handlers and division admin assistants must be maintained to ensure that all claims relating to salaries and benefits will be provided to all staff and that previous year's claims will be processed and released. Conduct of orientation sessions to field staff on new policies for

	<p>salaries and benefits to keep them well-informed of their benefits and related personnel administration process.</p> <ul style="list-style-type: none"> • Continued conduct of coaching sessions to PAS staff, especially with the erratic increase in staff turn-over in the FO, in order to keep them updated of new policies and guidelines as well as provide technical assistance for those PAS staff that needs performance improvement.
Legal unit	<ul style="list-style-type: none"> • Specify/ clarify indicator statement “Percentage of litigated cases resolved in favour of the Department or Department Personnel”; use, levels or stages of issuance of decisions in the litigation timeline as indicator, before a final decision is made as regards to a case.

Prepared By:

Reviewed by:

JERARD T. MATILDO
Statistician I

RAMIL M. TACULOD
AO V / OIC Chief, PPD

Approved by:

MITA CHUCHI GUPANA-LIM
Regional Director