

HPMES Form 5B

ANNUAL NARRATIVE ASSESSMENT REPORT

INTRODUCTION

Pursuant to the Executive Order No.15 issued in 1998, the Department of Social Welfare and Development (DSWD) is mandated 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.

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 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 Strategic Plan CY 2018-2022 sets the medium-term articulation of its strategic directions until 2022 and is expected to contribute to the achievement of the country's Philippine Development Plan (PDP) 2017-2022.

The Strategic Plan has a Strategic Results Framework to ensure proper targeting of clients, implementation, monitoring and evaluation of the horizon. The DSWD Strategic Results Framework guides the DSWD Offices in its actions and strategies to deliver its mission. Specifically, it serves as the overall framework which lays-out and logically aligns the objectives of the Strategic Plan.

The DSWD Strategic Results Framework was developed focusing on the intended socio-economic and development outcomes of the Philippine Development Plan 2017-2020. The Department is expected to contribute to the sectoral and societal goals of the Philippines through the achievement of the Department's Organizational Outcomes (OOs). These OOs are focused on bringing changes in the clients' lives or behavior and capacity. It has also Organizational-focused objectives that ensures that organizational effectiveness of the Department in managing resources efficiently and that institutional process, systems, and human resources are in place.

The Plan will be monitored through Harmonized Planning, Monitoring and Evaluation System (HPMES) of the Department to monitor and evaluate the implementation of the DSWD Strategic Plan, accounting for both physical and financial targets and accomplishments.

Thus, this annual narrative report captures the accomplishments delivered by the following programs classified as follows: Promotive Social Welfare Program, Protective Social Welfare Program, Disaster Response and Management Program, SWDAs Regulatory Program, and SWD Technical Assistance and Resource Augmentation Program. Also, it captures foundational outcomes from General Administration and Support Services (GASS), and Support to Operations.

ORGANIZATIONAL OUTCOME 1: Well-being of poor families improved

The first organizational outcome is a direct contribution to the reduction of vulnerabilities of 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 in 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.

I. PANTAWID PAMILYANG PILIPINO PROGRAM

The Pantawid Pamilyang Pilipino Program (4Ps) is the national poverty reduction strategy and a human capital investment program of the national government that provides conditional cash transfer (CCT) to poor household, particularly of children aged 0-18 years old, to improve their health, nutrition and education aspect. The 4Ps remains as the Department’s top priority program and its institutionalization was made possible with the signing of the Republic Act No. 11310 or “An Act Institutionalizing the Pantawid Pamilyang Pilipino Program”.

4Ps in Caraga Region started its implementation in late 2007. As of December 31, 2020, the Pantawid Pamilyang Pilipino Program is being implemented in six (6) cities and 67 municipalities in five (5) provinces, with a total of 189,279 households. Of the total number of households, 178,416 are covered by the Regular Conditional Cash Transfer (CCT) program while 10,863 households are covered by the Modified Conditional Cash Transfer (MCCT). The MCCT covers beneficiaries who are not covered by the regular CCT such as homeless street families and IP households in geographically isolated and disadvantaged areas (GIDA).

DSWD Field Office Caraga is also implementing a Social Amelioration Program (SAP) that provides emergency subsidies to low-income households affected by the progressive lockdown due to the pandemic. All 4Ps households are automatically covered by the SAP.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-Level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of Pantawid Pamilya households provided with conditional cash grants	176,992	170,352 (90% of 189,279)	+6,640 or +03.75%	Minor Deviation
Percentage of grievances resolved within established time protocol	95.79%	> 88%	+7.79%	Minor Deviation

Number of Pantawid Pamilya households provided with conditional cash grants increased. In 2020, the Pantawid Pamilya were able to serve 176,992 households or 103.75% from a total target of 170,352 households and achieved more than the physical target for the year. This is 3.98% higher compared to 170,212 served beneficiaries in 2019. Out of the 176,992 served, 165,580 or 97.20% are regular CCT beneficiaries while the 11,412 or 6.45% are Modified CCT Beneficiaries.

The program provides cash grants to qualified household beneficiaries based on their compliance with specific conditions linked to school participation, nutrition and health services access, and family development. However, compliance monitoring is temporarily suspended since 2020 Period 1 (February-March) in support to Proclamation No. 922, which declared a State of Public Health Emergency throughout the Philippines due to the Corona Virus Disease (Covid 19) pandemic. Thus, all monitored beneficiaries are relieved temporarily of their responsibility to comply with the conditionalities of the program.

More than 88% of complaints were resolved within established time protocol. Under the 2nd output indicator, a cumulative total of 51,249 program-related grievances were resolved and recorded. Out of which, 49,090 or 95.79% were resolved within established time protocol. The percentage of accomplishment is more than the target of 88%. It shows that the program is efficient in redressing program-related grievances.

Outcome-Level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of Pantawid households with improved wellbeing	-	NT	-	No target for CY 2020
Percentage compliance of Pantawid Pamilya households on school enrolment of children	-	NT	-	No target for CY 2020
Percentage of Pantawid Pamilya children not attending school that returned to school	-	NT ^{a/}	-	Target removed
Percentage compliance of Pantawid Pamilya households on availment of health services	99.62%	NT	-	No target for CY 2020
Percentage of Pantawid Pamilya households not availing key health services that availed key health services	-	NT ^{a/}	-	Target removed

Note: ^{a/} Target for this indicator has been removed from Office Performance Contract (OPC) based on the memorandum from the Secretary dated 17 June 2020.

Compliance rate on availing key health services registered 99.62% in 2020. Among the program conditionalities, the compliance rate on availing key health services was recorded at 99.62%. This indicates that the program is effective in motivating the Pantawid Households to avail key health services in the community, especially those who are perennially unable to do so. On the other hand, only 0.38% were non-compliant. Lack of guardian to accompany a child beneficiary to health check-ups and registration to other facilities were the main reasons for non-compliance of beneficiaries to health conditions of the program.

Also, Compliance Verification System (CVS) was installed to monitor and process data on health and education compliance of household beneficiaries to the conditions set by the program, which, in turn, becomes the basis for the provision of cash grants. However, due to the 'force majeure' declaration, the beneficiaries are relieved temporarily of their responsibility to comply with the conditions to enable them to receive grants to mitigate the risks and impacts of the pandemic.

No data available yet for Pantawid Pamilya children returning to school. As to the number of Pantawid Pamilya children who returned to school for the School Year 2020-2021, there is no data available to monitor this outcome indicator since no baseline data provided by the National Program Management Office (NPMO). Also, the target has been removed from the Office Performance Contract (OPC) based on the memorandum from the National Program Manager of Pantawid dated May 22, 2020, with subject: Revised FY 2020 FO-OPC for Pantawid Pamilyang Pilipino Program.

Financial Performance (Exclusive of Grants and PS): (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Pantawid Pamilyang Pilipino Program	79,211,318.00	79,211,318.00	66,014,616.37	100%	83.3%

Financial Performance: (Continuing Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Pantawid Pamilyang Pilipino Program	22,290,089.00	22,290,089.00	20,938,940.12	100%	93.9%

Grants Released:

Program/Activity/Project	Amount in Payroll	Amount Paid	Utilization Rate (%)
Regular CCT	3,412,036,500.00	3,331,080,250.00	97.6%
Modified CCT	267,414,200.00	206,482,100.00	77.2%
TOTAL	3,679,450,700.00	3,537,562,350.00	96.14%

The total cash grant paid to eligible and complaint Pantawid Pamilya beneficiaries for a period covering P5 of 2019 to P4 of 2020 is Php 3,537,562,350.00. Of this amount, Php 3,412,036,500.00 is for Regular CCT and Php 267,414,200.00 is for Modified CCT.

OVERALL ASSESSMENT:

The Pantawid Pamilyang Pilipino Program has generally performed well on its program deliverables. Despite the challenges brought about by Covid19 pandemic, it has continued to serve and deliver the services that were due for the beneficiaries. This successful program implementation in 2020 can be attributed to the commitment of partner-beneficiaries to comply with the conditions of the program, dedicated and competent workforce, and sustained partnership with National Line Agencies, Civil Society Organizations, Local Government Units and other stakeholders.

RECOMMENDATION:

In order to sustain the success of the program, the following actions are recommended:

- Continuously monitor the Pantawid households and their compliance to the program conditions;
- Timely provision of cash grants;
- Conduct activities as planned and schedule; and
- Strengthen the partnerships with stakeholders.

II. SUSTAINABLE LIVELIHOOD PROGRAM

Sustainable Livelihood Program (SLP) is a community-based capacity building program adopting the community-driven enterprise development approach, which equips household participants to actively contribute to production and labor markets by looking at available resources and accessible markets. It facilitates interventions that expand the livelihood asset base of households (i.e., human, social, physical, natural, and financial capital) in order to capacitate them for a gainful employment or successful management of a microenterprise. It operates through the following tracks: Microenterprise Development (MD), and Employment Facilitation (EF).

Furthermore, under special projects, the SLP implements Livelihood Assistance Grant (LAG) which is a financial assistance provided to families qualified as “low-income households” to assist in the economic recovery and rehabilitation of the livelihoods of the affected families after the declaration of community quarantine is lifted. Also, as contribution to EO 70, the SLP provides Livelihood Settlement Grants (LSG) to each eligible Former Rebel (FR) to support the establishment or continuity of their livelihoods or economic activities in communities.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-Level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of SLP households assisted through the Microenterprise Development Track	2,615	2,192	+423 or +16.18%	Minor Deviation
Number of FR provided with livelihood settlements grants easier than group proposals (EO 70)				
Number of households in the Conflict and Vulnerable areas provided with community grants (EO 70)				
Number of SLP households assisted through Employment Facilitation Track				

For CY 2020, the total number of households assisted Sustainable Livelihood Program is 2,615 SLP eligible-participants. Of that, 2,300 households were assisted through the Microenterprise Development (MD) Track, 204 Former Rebels (FRs) provided with livelihood settlement grants, and 20 households in the Conflict and Vulnerable Areas (CVA) provided with community grants. The percentage of accomplishment exhibits a positive 16.18% variance resulted in a minor deviation from the annual target. However, no SLP Participants were assisted through Employment Facilitation Track since most of the participants are more qualified in Microenterprise Development Track. Also, the program finds employment facilitation difficult considering the limited employment opportunities due to the effect of the pandemic.

Outcome-Level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of SLP households earning from microenterprises	99.9%	100%	-0.08%	Minor Deviation
Percentage of SLP households gainfully employed	0%	0%	-	-

Out of the 2,615 households assisted through MD Track (SLP Regular, FR, CVA), 2,613 households were earning from microenterprise and recorded 99.9% accomplishment in the

outcome indicator for the year. There were two (2) qualified SLP participants not served due to transfer of residency, and double-entry/duplicates because of wrong spelling in participant's surname.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Sustainable Livelihood Program	149,249,565.66	98,217,283.66	79,632,603.69	65.8%	81.1%

Financial Performance: (Continuing Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Sustainable Livelihood Program	203,902.00	203,902.00	175,194.97	100.0%	85.9%

OVERALL ASSESSMENT:

Even the Sustainable Livelihood Program Field Office Caraga and the entire Department is slightly restricted mostly in person-to-person interaction, local transportation and gatherings, the field office still managed to accomplish the stated figures as shown above. The SLP FO Caraga has managed to withstand the difficulties attained due to the COVID 19 pandemic which affects most of the livelihood especially those that are managed by the poor community. Because of the health protocols and LGU-initiated community quarantine, most of the livelihood of the many are severely affected and worse, stopped and unable to recover. Hence, the national government has initiated the livelihood programs to which poor household with halted livelihood are targeted to be provided with the said intervention. With the constant coordination with the participating local government units partnered with the active and goal-oriented Project Development Officers, the poor household were served thru the livelihood intervention through Social Amelioration Program.

RECOMMENDATION:

The Sustainable Livelihood Program is looking forward to the ongoing proposal being discussed in the national government pertaining to the additional budget for the Livelihood Assistance Grants implementation. Hopefully, the additional budget, when approved, will aid the community in coping up during this pandemic. Additionally, stretching out the given implementation timeline in order to cope up with the timeline. In implementing the unfinished projects, it is recommended that National Program Management Office (NPMO) to consider the manpower needed to monitor the SLP implemented projects and mainstreaming to expand their business operations to generate more income.

III. KALAHI CIDSS - NCDDP

The Kapit-bisig Laban sa Kahirapan – Comprehensive and Integrated Delivery of Social Services – National Community-Driven Development Program (KC-NCDDP) is a poverty alleviation program of the government, being implemented by the DSWD, aimed at empowering communities in poor and disaster-affected municipalities for an improved access to SWD services, and enabling them to participate in more inclusive local planning, budgeting, implementation and disaster risk reduction and management.

The main platform of the KC-NCDDP implementation is the Community Empowerment Activity Cycle (CEAC), which is based on the unique operational timeliness per region and reflected in the targeting of physical and financial accomplishment for the program. Along CEAC, the KC-NCDDP provides assistance by enhancing local government unit (LGU) and community capacity, and by granting seed funds for priority social infrastructure sub-projects of communities that help reduce poverty and improves sustainability.

Due to the Covid19 pandemic, Kalahi CIDSS have adopted the Disaster Response Operation Procedure (DROP), allowing the program to shift from developmental activities into a disaster-response modality to immediately address health issues.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENTS:

Output-Level Indicator(s)

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of communities implementing KC-NCDDP				
a. Region	1	1	0	Full Target Achieved
b. Province	3	3	0	Full Target Achieved
c. Municipality	10	10	0	Full Target Achieved
d. Barangay	152	152	0	Full Target Achieved
Number of KC-NCDDP sub-projects completed in accordance with technical plans and schedule	202	202	0	Full Target Achieved
Number of households that benefitted from completed KC-NCDDP sub-projects or Households benefitting from sub-projects	51,269	50,608	+661 or +1.71%	Minor Deviation
Percentage of Pantawid Pamilya community members employed in KC-NCDDP sub-projects	23.40%	20%	+3.40%	Minor Deviation
Percentage of women volunteers trained on CDD	100%	100%	0%	Full Target Achieved
Percentage of paid labor jobs created by KC-NCDDP projects are accessed by women	47%	25%	+22%	Minor Deviation
Percentage of registered KC-NCDDP grievances satisfactorily resolved in line with the GRS	100%	100%	0	Full Target Achieved
Number of PAMANA IP CDD sub-projects completed	21	73	-52 or -71.23%	Major Deviation
Number of IP Households that benefitted from completed sub-projects	4,737	22,120	-17,383 or -78.58%	Major Deviation

KC-NCDDP covers 10 Municipalities having 152 Barangays. In 2020, all 10 municipalities under NCDDP were completely implemented. The 10 targeted municipalities were from three (3) provinces namely, Surigao del Norte, Surigao del Sur, and Dinagat Islands.

KC-NCDDP sub-projects completed and households benefitting from sub-projects increased. There were a total of 202 sub-projects completed under Kapit-Bisig Laban sa Kahirapan Comprehensive and Integrated Delivery of Social Services – National Community Driven Development Program, which is substantially higher than the 45 sub-projects completed in the previous year. Out of the completed sub-projects, there were a total of 51,268 households benefitting. The accomplishment is 1.31% higher than the 50,608 target households for this year. The Province of Dinagat Islands (PDI) has the highest number of completed sub-projects with 78 sub-projects, followed by Surigao del Norte with 71 sub-project, and Surigao del Sur with 53 sub-projects.

Actual paid labor jobs accessed by women is higher than the target. The percentage of women paid labor engaged during sub-project implementations is approximately doubled. Of the total 5,154 recorded paid laborers, 2,427 or 47% are women. This is more than the targeted 25%. According to field workers, this is mainly due to the nature of sub-projects implemented – cash-for-work SPs involve usually less demanding physical exertion and thus, women are more likely to actively participate. The completion of sub-projects however, suffered a minor setback. Of the 212 sub-projects scheduled for completion, only 210 are as of the report date completed. Both are expected to be completed by January 2021 as these are already at 92% and 93% by year-end.

All registered grievances were satisfactorily resolved. The installation of GRS allowed the program to be fully responsive to addressing various issues that arise. For the year 2020, 676 grievances are responded to and addressed by the system with 100% resolution status: 392 grievances in the first semester and 284 grievances in the second semester. Specifically, during the 4th quarter of the same year, 104 grievances were catered. 96.30% of the total grievances were non-contentious queries, questions or clarifications regarding the project. While the recorded 2.07% were issues that relate to the non-performance of obligation of any of the parties involved to project processes and documents, and 1.63% were grievances pertaining to conformance with KC government procurement and finance guidelines.

Financial Performance: (Current Allotment FY 2020):

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
KC NCDDP	119,067,229.00	112,652,428.97	100,180,686.10	94.6%	88.9%
IP CDD	82,044,029.64	80,744,029.64	48,084,508.11	98.4%	59.55%

Financial Performance: (Continuing Allotment 2019):

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
KC NCDDP	27,758,312.00	27,758,312.00	27,758,312.00	100%	100%
IP CDD	22,538,132.55	22,538,132.55	22,538,132.55	100%	99.99%

OVERALL ASSESSMENT:

Despite the difficulties posed by the pandemic, Program facilitators and implementers managed to facilitate target activities and achieve desired outputs. Communities are mobilized and women participation remains high. Data shows that women's participation as paid labor is significantly higher during the implementation of this DROP modality, compared to the previous mode of implementation. Previously at the vicinity of 30%, women labor during this year of implementation is at 47%. ACTs report, that this is mainly due to the nature of sub-projects implemented – cash-for-work SPs involve less demanding physical exertion.

Liquidation of utilized grant funds is reported at 100% although closing of the community bank accounts is low. 210 sub-projects are completed and only 2 are still on-going. Relative to the time set for sub-project completion, only 14 sub-projects are completed after the set deadline, the rest being completed on the set deadline or days prior. Empowerment may have been sacrificed since fewer community volunteers are now engaged in the many activities of CEAC, it may however be argued that empowerment and improved local governance may also mean the ability to modify structures and systems to be effective and efficient in times of crisis.

RECOMMENDATION:

As a disaster response, this relatively new model of CDD may be characterized by the speed by which situation analysis, intervention (SP) identification, prioritization and implementation are accomplished.

The analysis tool(s) may need to be (re)created, and this may require inputs from health experts. There may also be a need for more collaborative works by and between the Department with NHTS data and by local government units with CBMS data and even with data gathered, maintained and used by health workers and the Department of Health.

Capabilities of modern technologies in the area of communication and document review and transfer, need to be further harnessed by the Program and by partner LGUs. As a Program management implement, these would to an extent mitigate the mobility and gathering limitations forced upon by the pandemic, and in effect would improve quality of meetings and planning sessions and delivery of capability-building activities. The use of audio-video materials, or better yet the establishment of an online repository of training and knowledge resources where ACTs, MCTs, LGU staff and other stakeholders may access for a continuous learning program.

Already, Program facilitators are reporting a more aggressive use of mainstream social media platforms (*Facebook's messenger*) as their means to broadcast implementation concerns and updates to partner communities. The Program may consider using an official, more secure, private messaging platform for these purposes. As internet connectivity remains a challenge in far-flung areas where the Program operates, the SMS to internet or PC connectivity may be explored. This may, if possible, not just be a Program implementers' tool but rather form part of the development intervention of the Program for LGUs and communities to deploy, that is the Program working towards bridging the digital divide between the poor and the rich.

ORGANIZATIONAL OUTCOME 2:

Rights of the poor and vulnerable sectors promoted and protected

This organizational outcome refers to the results of the Department’s protective programs and services provided to poor and other vulnerable sectors of the society as well as the Department’s clients in residential and non-residential facilities. 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 from 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.

I. RESIDENTIAL AND NON-RESIDENTIAL CARE SUB-PROGRAM

This sub-program aims to provide protection and rehabilitation to the abandoned, neglected or abused children, women, youth, persons with disabilities, senior citizens, as well as individuals and families in crisis.

The Department continues to provide residential care services to the disadvantaged and vulnerable individuals through its residential care facilities and training and vocational rehabilitation centers. DSWD FO Caraga manages two residential care facilities, namely, Home for Girls (HFG) and Regional Rehabilitation Center for Youth (RRCY).

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of Clients Served in Residential Care Facilities	118	135	-17 or -12.59%	Minor Deviation
a. RRCY	72	85	-13 or -15.29%	Minor Deviation
b. HFG	46	50	-4 or -8.0%	Minor Deviation

The residential care facilities in DSWD Caraga was able to serve a total of 118 clients through 2020. Out of the total clients served, 72 clients or 61.02% were served through Regional Rehabilitation Center for Youth (RRCY) while for the Home for Girls (HFG) has served a total of 46 clients or 38.98%. The HFG has targeted 50 cases to be served during the year. With the pandemic and the new guidelines issued by DSWD Secretary on the admission of clients, the Field Office observed the reduction of 60% in bed capacity at a given time. Apparently, stricter screening of referrals has been observed in the facility. In RRCY, postponement of Children in Conflict with the Law’s (CICLs) referrals and delayed issuance of court orders were the main reasons in the negative minor deviation from the target.

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage clients in residential and non-residential care facilities rehabilitated	66.61%	30.0%	+36.1%	Major Deviation

Clients rehabilitated in residential care facilities exceeded the target. Out of the 118 clients served in residential care facilities, there were 78 clients were rehabilitated. Of which, 51 were from RRCY and 27 were from HFG. Hence, it resulted in 66.1% percentage of accomplishment in the outcome indicator.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Provision of Services to Centers and Institutions	76,134,084.90	76,134,084.90	54,627,907.61	100.0%	71.75%
a. MOOE	30,645,204.00	30,645,204.00	26,877,448.07	100.0%	87.7%
b. CO	45,488,880.90	45,488,880.90	27,750,459.54	100.0%	459.54

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Provision of Services to Centers and Institutions	12,000.00	12,000.00	12,000.00	100.0%	100.0%

OVERALL ASSESSMENT:

The implementation of residential care programs and services has been successfully facilitated despite the Covid19 Pandemic. The coordinated efforts of staff, management support, active cooperation of clients, and support from partner agencies are the key factors that contributed to the achievements.

RECOMMENDATION:

- For HFG, it is recommended to continue the conduct of modified activities during the pandemic with the active involvement of the residents, their family, the community and other stakeholders. The center operation has to consider activities and helping strategies adaptive of the current needs and situation but also within the budget parameters and scope of services, all in line with the Response and Recovery Plan and FO’s targets. Further, provision of support intervention to center staff along mental health is highly recommended to be given paramount consideration.
- There is a proposal for an increase in fund allocation for FY 2021 RRCY considering the projected increase of CICL referrals to the center and the unavailability of Bahay Pag-asa in the LGUs. The conduct of dialogue with parents, family members or relatives, court and handling lawyers and other relevant stakeholders must also be continued. Moreover, all institutionalized activities such as coordination with LSWDOs, conduct of quarterly fiduciary and caseload review, semestral Program Implementation Review and semestral kumustahan are suggested to be sustained. Lastly, it is recommended for the center management to prepare for the target virtual conduct of assessment for the level 3 accreditation of the facility.

II. SUPPLEMENTARY FEEDING PROGRAM

As a contribution of the DSWD to the Early Childhood Care and Development (ECCD) Program, the Supplementary Feeding Program (SFP) provides food to children enrolled in Child Development Centers (CDCs) and Supervised Neighborhood Play (NSP), in addition to regular meals. 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 food supplementation is in the form of hot meals being managed by parents based on a prepared meal cycle using available indigenous food supplies. Meals are served to children during break/snack time in the morning or afternoon session of CDCs and SNP.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of children in CDCs and SNPs provided with supplementary feeding				
a. 9 th Cycle Implementation (SY 2019-2020)	76,204	75,791	+413 or +0.55%	Minor Deviation
b. 10 Cycle Implementation (CY 2020-2021)	71,833	75,791	-3,958 or -5.22%	Minor Deviation

Children provided with supplementary feeding exceeded the target for 9th Cycle Implementation. The 9th Cycle Implementation SY 2019-2020 started from June 1, 2019 to May 31, 2020. The resulted output has a positive minor deviation with a 100.55% accomplishment rate. The Program was able to provide supplementary feeding to the 76,204 children across the region having an excess of 413 children served from the target of 75,791 children.

Meanwhile, only 71,488 children were actually served against 75,791 target children in 10th cycle implementation. The negative result of the performance is attributed to the government restrictions brought by Covid19 pandemic, which hampers the implementation. Daily subsistence of the parents was affected because of the declaration of enhanced community quarantine (ECQ), lockdowns, and strict imposition of health and safety protocols.

The limited budget of P15.00 per child is also seen as a contributory factor for not achieving the target as the amount is found insufficient to provide the 1/3 Required Energy and Nutrient Intake (RENI) requirement for the children considering the effect of inflation. Also, the Parent Effectiveness Seminar for the parents is not fully implemented in the child development centers as conveyed by the child development worker during monitoring since no one will handle the activities in the MWSD office due to imposition of community quarantines.

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of malnourished children in CDCs and SNPs with improved nutritional status				
(9th Cycle Implementation: SY 2019-2020)				
a. Severely underweight to Underweight	78%	20%	+53%	Major Deviation
b. Underweight to Normal	72%	80%	-8%	Minor Deviation
c. Overweight to Normal	18%	NT	-	-
(10th Cycle Implementation: SY 2020-2021)				
a. Severely underweight to Underweight	TBD	20%	-	Inconclusive
b. Underweight to Normal	TBD	80%	-	Inconclusive
c. Overweight to Normal	TBD	NT	-	Inconclusive

72% of beneficiaries had improved nutritional status. In the 9th Cycle implementation, there were 2,599 children or 72% out of 3,614 children have improved nutritional status at the end of the feeding intervention. The nutritional outcome target was not totally achieved since the program implementation was significantly affected by the current pandemic.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Supplementary Feeding Program	142,089,700.0	140,161,837.06	92,344,197.21	98.6%	65.9%

Financial Performance: (Continuing Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Supplementary Feeding Program	6,873,278.59	6,873,278.59	4,861,573.94	100.0%	70.7%

OVERALL ASSESSMENT:

The 10th cycle implementation (SY 2020-2021), which commenced last June 1, 2020 was perceived it to be a tough cycle. During implementation, the capacity of the office to execute and manage the program is a great challenge considering the current pandemic. The SFP unit could not fully operate because of the limited movements and health and safety protocols that need to be strictly followed. There were major revisions of SFP policies to suit the current situation.

Coupled with the limited workforce of SFP unit, it is also constrained to handle all the necessary preparations to undergo procurement process, inspection, acceptance and distribution of the food allocation to the Local Government Units (LGU). Monitoring of the child development centers was limited since there is only one (1) Project Development Officers

(PDO) assigned in the whole province. The weighing of the children for baseline data collection was temporarily waived to refrain physical contact and exposure of children to lessen the risk of virus. But despite all of the challenges encountered, the program was delivered to the community and enjoyed by the 71,488 children in Caraga.

RECOMMENDATIONS:

- For Central Office to allow Cash Advance in the SFP Guidelines to facilitate the procurement of goods for program implementation.
- For the Central Office to increase the budget allocation from Php 15.00 to 25.00 per Child based on the SFP Guidelines' target to provide the 1/3 RENI per child. With the price inflation, the budget at Php 15.00 per child is not anymore sufficient to meet the requirement.
- For the Central Office to increase the operational cost and budget for OPS so that the FO can hire more administrative and operations staff more better program implementation;
- To allow scanned copies of the documents since there are provinces having difficulties to cross due to mandatory health protocols. If the documents will be sent through courier, it will take 10-14 days before it will reach to the recipient.
- To inspect only 40% of the packed goods delivered with concerned DSWD staff, suppliers and LGU staff observing health and safety protocols and complying with mandatory quarantine requirements.

III. SOCIAL WELFARE FOR SENIOR CITIZENS SUB-PROGRAM

This sub-program covers the provision of cash grants to indigent senior citizens to augment their daily subsistence and medical needs, and the additional benefits to Filipino Centenarians.

A. SOCIAL PENSION FOR INDIGENT SENIOR CITIZENS

The Social Pension for Indigent Senior Citizens (SPISC) is an assistance being provided by the government, through the DSWD, to indigent senior citizens in the form of monthly stipend of Php 500.00 as augmentation for their daily subsistence and medical needs. Particularly the beneficiaries of the SPISC are the frail, sickly or senior citizens with disability, those without regular income or support from family and relatives, and those without pension from the Social Security System or the Government Service Insurance System, AFPMBAI and other insurance companies.

This program is in compliance to Republic Act 9994 is an act granting additional benefits and privileges to senior citizens, amending Republic Act No. 7432, otherwise known as "an act to maximize the contribution of senior citizen to nation building, grant benefits and special privileges and for other purposes". This is part of the commitment of the Philippine government to the Sustainable Development Goals which have a guiding principle of leaving no one behind.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of senior citizens who received social pension within the semester				
a. 1 st Semester	151,735	170,000	-18,265 or -10.74%	Minor Deviation
b. 2 nd Semester	163,619	170,000	-6,381 or -3.75%	Minor Deviation
c. CY 2020	168,163	170,000	-1,837 or -1.09%	Minor Deviation

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of senior citizen using social pension to augment daily living subsistence and medical needs	98.92%	100%	-1.09%	Minor Deviation

98.92% senior citizen using social pension to augment daily living subsistence and medical needs. In Caraga Region, there are more than 250,000 reported Senior Citizens and around 68% of them are “living poor”. The program targetted 170,000 of qualified senior citizens as beneficiaries of the program. Throughout CY 2020, there were a total of 168,163 senior citizens provided with a stipend (*1st and 2nd semesters per headcount*). Of which, 70,875 are male and 97,288 are female. The remaining 1,837 are those senior citizens currently lockdown within and outside the region of the Caraga due to pandemic. The remaining unpaid beneficiaries will be paid in the first quarter of 2021.

In adherence to MC 04 s. 2019, the Social Pension Program Management Office (SPPMO) is in full implementation of semester pay-out of monthly stipend amounting to P3,000.00 per semester. For the 3rd and 4th quarters, series of pay-out has been conducted to 73 LGUs that lasted until December 26, 2020 to include the clearing and payment of unclaimed 1st-semester stipend. This activity was done through the conduct of special pay-out at the scheduled dates and venues. The house to house mode of payout was also done for those beneficiaries with special cases such as bedridden, sickly, and even living in Geographically Isolated and Disadvantaged Areas (GIDA) that demand a high cost of transportation.

Despite the difficulties/challenges encountered by the unit, both staff coming from the SPPMO and Regional Project Management Office (RPMO) worked hand in hand to deliver the services and extended their full support to augment during the pay-out following the standard security protocol mandated by the office. The office through the SPPMO maintained the strong partnership with the Philippine National Police (PNP) in securing the money while on the way to the designated venue and during pay-out. As a counterpart of partner LGUs, logistics support in coordination with the Federation of Senior Citizens Association was in place prior to the scheduled pay-out. An orientation on the guidelines and other policies for information to the beneficiaries was religiously done/ followed before the pay-out will start. The installation of help desk managed by the LGU Focal and other C/MSWD staff facilitated smooth flow of the activity such as verifying the supporting documents of “Pagtugot”, grievances and queries of the beneficiaries. Brochures distribution, radio programming and use of social media platform were done as an integral part of the program’s advocacy.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Pension for Indigent Senior Citizens	1,041,033,900.0	1,034,064,869.1	997,691,365.93	99.3%	96.5%

Financial Performance: (Continuing Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Pension for Indigent Senior Citizens	998,284.16	998,283.35	998,283.35	100.0%	96.9%

OVERALL ASSESSMENT:

Despite the pandemic, the Social Pension for Indigent Senior Citizen Program was successfully implemented making it a very opportune intervention to the target beneficiaries during the pandemic. As designed, the assistance helped the target beneficiaries in their medical needs and augmented in their daily living subsistence. The stipend, although in small amount, was also an opportunity for the senior citizens to manage their own funds and contribute to family income, somehow reducing the burden of the family member/s taking care of the sick/bedridden senior citizens.

RECOMMENDATIONS:

- There are still GSIS/SSS Pensioners who are included in the masterlist since some Senior Citizens do not disclose having other pension during their application and even during the validation. Hence, it is recommended for Central Office to follow up GSIS and SSS with regard to our request for GSIS and SSS pensioners' masterlist to cross-match the names with the existing database of DSWD FO Caraga.
- SPPMO staff to conduct validation of waitlisted senior citizens by 1st quarter of 2021 with the lifting of the lockdown in majority of the LGUs.
- SPPMO to continuously conduct re-orientation on the Guidelines of Social Pension program prior to the conduct of pay-out to the beneficiaries and continuously remind the LGUs and Chapter Presidents to provide orientation to their new active beneficiaries and eligible waitlisted Senior Citizens about the implementation of Social Pension Program.

B. IMPLEMENTATION OF RA NO. 10868 / THE CENTENARIAN ACT OF 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.

Since 2017, the Filed Office Caraga has been implementing and accepting applications for the centenarian gift and granted the same to the qualified and eligible centenarian beneficiaries.

ASSESSMENT:

Output-level Indicator(s)

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Number of centenarians provided with cash gift	23	16	+7 or +43.75%	Major Deviation

In CY 2020, a total of 23 Centenarians out of 16 target beneficiaries were provided with cash gifts amounting to Php 2,300,000.00 and registered a 143.75% percentage of accomplishment having a positive major deviation of 7 beneficiaries or 43.75% from the target. The variance in the physical accomplishments of the program is due to the increased number of applicants during the second quarter of 2020. An additional seven (7) applicants were granted cash incentives in addition to the 16 targeted beneficiaries for CY 2020. The amount paid with a total of Php 700,000.00 was taken from the COMBASED Common Funds for FY 2020 since the requested fund augmentation from the Central Office last June 25, 2020, was not granted until date.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligation	Disbursement
Implementation of RA No. 10868 or the Centenarian Act of 2016	2,306,000.00	2,306,000.00	2,215,384.97	100%	96.1%

Financial Performance: (Current Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligation	Disbursement
Implementation of RA No. 10868 or the Centenarian Act of 2016	101,921.72	101,821.72	69,777.64	100%	68.5%

IV. PROTECTIVE PROGRAMS TO INDIVIDUALS AND FAMILIES IN ESPECIALLY DIFFICULT CIRCUMSTANCES SUB-PROGRAM

This sub-program aims to provide protective services and augment immediate needs to vulnerable and disadvantaged individuals in need of special protection and in crisis situation. Included under the sub-program in FO Caraga are the implementation of Protective Services for Individuals and Families in Especially Difficult Circumstances, Alternative Family Care Program, and the Unconditional Cash Transfer Program.

A. ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS)

The Assistance to Individuals in Crisis Situations (AICS) is a component of the Protective Services Program which is being implemented through the Crisis Intervention Unit (CIU) at the Field Office. The types of assistance include educational, medical, transportation and burial assistance, as well as provision of food and non-foods items.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of beneficiaries served through AICS	45,524	ANA	-	-

Number of beneficiaries served through AICS decreased. Assistance to Individuals in Crisis Situation (AICS) was provided to 45,524 clients in 2020 or 16.55% decrease from 5,455 clients in 2019. This is due to the COVID-19 pandemic, which limits the number of clients to be served in a day to 50 clients only in the Field Office and 30 clients in the satellite offices in order to observe health and safety protocols particularly social distancing measures. Medical, Cash, and Burial Assistance are among the top three (3) AICS availed by beneficiaries. While, the least availed assistance is the Transportation Assistance, of which, most of the clients are the locally stranded individuals who are stranded during lockdown in the region due to COVID-19 pandemic.

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of clients who rated protective services provided as satisfactory or better (AICS)	100%	90%	+10%	Minor Deviation

All clients have rated protective services as very satisfactory. Based on the outcome indicator, 100% of the clients, who answered the satisfaction survey have rated the services provided with a “very satisfactory” rating. For CY 2020, a total of 44,252 clients or 97.20% were administered with the satisfaction survey out of 45,524 total clients served by the Crisis Intervention Section (CIS). There is a variance of 1,273 since there are clients who missed filling-out the survey form. Nevertheless, the overall rating per type of assistance is Very Satisfactory with a numerical rating of 3.94. All clients were very satisfied with the services extended to them. Below is the overall rating per type of assistance.

Overall Rating Per Type of Assistance <i>(numerical and adjectival rating)</i>		
Assistance	Rating	
	Numerical	Adjectival
Transportation	3.94	Very Satisfied
Educational	3.93	Very Satisfied
Burial	3.93	Very Satisfied
Medical	3.92	Very Satisfied
Food/Non-Food	3.92	Very Satisfied
Others (Cash)	3.95	Very Satisfied

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
AICS	301,167,965.00	265,783,868.88	212,281,468.11	88.3%	79.9%

Financial Performance: (Continuing Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
AICS	28,419,173.29	28,419,173.29	24,076,942.87	100%	84.7%

OVERALL ASSESSMENT:

For CY 2020, the Crisis Intervention Section was able to serve a total of 45,524 clients in the amount of Php 195,341,588.32. The amount and number of clients served for this year have decreased, one factor is the limited number of clients served by the Field Office and Satellite Offices to observe social distancing due to Covid19 pandemic. However, the unprogrammed funds have increased as compared to the previous year but there is a very limited time to utilize and disburse it since it was downloaded during the last 2 months of the year. Moreover, the utilization of these funds needs consultation from the congressional districts.

Further, the threat of COVID-19 pandemic did not hinder the CIS to continue in the provision of assistance. Aside from the walk-in clients, staff are involved in the conduct of several payouts to the municipalities to provide cash assistance to the families affected by the pandemic. As observed, there is a need for an additional workforce especially the social workers who will conduct an assessment for the referrals of the Office of the President and other partners.

Despite these challenges, 100% of the clients who answered the satisfaction survey have rated the service very satisfactory. These clients received the needed service within the day through the issuance of guarantee letters, cash vouchers or outright cash assistance.

RECOMMENDATIONS:

- Additional soft allocation was downloaded end of the year thus, challenging the absorptive capacity of the FO to utilize and disburse the funds. It is recommended that fund allocation should be downloaded before the end of the year to give time for the Field Office to utilize the funds;
- For Central Office to allocate additional funds for IT equipment considering the limited IT equipment, such as laptops and printers, and the limitation to purchase since no budget for capital outlay in the Field Office.
- For Central Office to allocate budget for office rental for PDI Satellite Office since the warehouse cum office they are currently renting will no longer be renewed.
- Given the limited workforce (social workers) to conduct an assessment during special payouts and other Office of the President (OP) related activities, the Central Office to approve the submitted proposal regarding the hiring of additional social workers for OP related events.

B. ALTERNATIVE FAMILY CARE PROGRAM

The Alternative Family Care Program of the Department, through the enactment of R.A. 8552 or the Domestic Adoption Act, R.A. 9523 or issuance of Certification Declaring a Child Legally Available for Adoption, and R.A. 10165 or the Foster Care Act, provides children with opportunities to be part of a new family by either placing them for adoption or foster care.

The Adoption Resources and Referral Unit (ARRU) of DSWD Field Office Caraga is the implementing arm in the placement of children for alternative parental care either adoption or foster care. The Unit's core function is to improve the quality of the management of cases of children, prospective adoptive parents, and foster families applicants. This is done through effective and efficient execution of established implementing procedures on the domestic adoption process and foster care placement and licensing of foster families. Specifically, the unit is required to facilitate placement through matching of legally available children for adoption to approved prospective adoptive parents and for children with approved foster placement authority to licensed foster parents. It is also tasked to maintain and update the monitoring system using the database of clients served as well as the status of children issued with Pre-Adoptive Placement Authority and Affidavit of Consent for Adoption. Finally, ARRU facilitates the endorsement for Inter-country Adoption Clearance, eligibility assessment, and applications of adoptive parents and licensed foster parents.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of children served through Alternative Family Care Program	116	108	+8 or +7.41%	Minor Deviation
a. Children Placed Out for Domestic Adoption Issued with CDCCLAA	13	11	+2 or +18.18%	Minor Deviation
b. Number of Children Placed Out for Domestic Adoption Issued with PAPA/ACA	11	10	+1 or +10%	Minor Deviation
c. Children Placed Out for Foster Care	91	87	+4 or +4.60%	Minor Deviation
d. Children Endorsed for Inter-country Adoption	1	0	-	-

98 children served through Alternative Family Care Program in 2020. The Field Office has achieved more than the target. It has a total of 116 children served through the Alternative Family Care Program. Out of the served children, 91 or 78.45% are children placed out for foster care, 13 or 11.21% are Children Placed Out for Domestic Adoption Issued with CDCCLAA, 11 or 9.48% are Children Placed Out for Domestic Adoption Issued with PAPA/ACA, and one (1) or 0.86% is Children Endorsed for Inter-country Adoption.

Financial Performance: Current Allotment FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Alternative Family Care Program	7,535,644.00	7,514,884.00	7,271,381.44	99.7%	96.8%

Financial Performance: Continuing Allotment FY 2019

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Alternative Family Care Program	208,000.00	208,000.00	208,000.00	100%	100%

OVERALL ASSESSMENT:

The Field Office through the ARRU has exceeded its target in providing alternative parental care program to surrendered, neglected and abandoned children. Aside from achieving its OPC targets, the Field Office has been incessant in its campaign and advocacy activities along adoption and foster care via virtual forum, conduct of radio guesting and distribution of advocacy materials. Also, the Field Office was able to conduct Consultation Dialogue on Alternative Parental Care with LGU social workers which aims to thresh out confusions and provide updates along the program implementation. Additionally, matching conference were held both physical/face to face and virtual as some social workers have difficulty to travel due to travel restrictions. Meanwhile, with the COVID 19 pandemic, the need for a social worker on the ground is seen as SWAD Team Leaders could not focus due to its multi-tasks. The social worker shall solely focus in implementing the Alternative Parental Care Program in the province.

RECOMMENDATION:

The implementation of Alternative Parental Care Program has a primordial role in providing alternative family to unfortunate children who are surrendered, abandoned, and abused. Along its implementation, various challenges were encountered which call for program updates. One of the major needs to fully implement the program is to assign a social worker on the ground who shall be responsible in developing regular adoption and foster parents, providing technical assistance along the program and assist the Community-based social worker in the provision of community-based services. In this way, the difficulty to develop adoptive/ foster parents will be minimized even with lockdown or not.

C. MINORS TRAVELLING ABROAD (MTA)

Minors Travelling Abroad (MTA) is one of the frontline services of the Department of Social Welfare and Development Office. Every minor traveling outside the country accompanied with the person other than their parent/s should secure Travel Clearance Certificate. This is to ensure that the said travel is valid as per assessment by a Social Worker and to ensure also that child trafficking as a rampant crime nowadays will be prevented. Thus, the Government exerted all efforts to ensure the protection and safety of Filipino children.

The Government has enacted different laws to protect Filipino children which have become the legal bases in the issuance of travel clearance such as RA 7610 "Special Protection of Children Against Child Abuse, Exploitation and Discrimination Act", RA 8239 "Philippine Passport Act, RA 10364 "Expanded Anti-Trafficking in Persons Act of 2012", RA 8043 " Inter-Country Adoption Act of 1995", RA 8552 " Domestic Adoption Act Of 1998 and it's implementing Rules and Regulation-Sec. 29, states that no adoptee shall be issued a travel authority unless decree of adoption has already become final and executory".

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of Minors issued with Travel Clearance	72	200	-128 or -64%	Major Deviation

Number of minors who traveled abroad declined. For the year 2020, there were 138 inquiries facilitated by the MTA Unit. Out of these numbers, only 72 minors had been issued with travel clearances since others are still complying with the requirements while some did not return to the office anymore to pursue their application. Of these 72 minors, 52 are new applicants while 20 are subsequent travels. These new applicants and subsequent travels are those minors who join and visit their parent/s abroad. Compared to the previous years, the number of minors issued with travel clearance this year drastically declined due to the Covid-19 pandemic. These are caused by the imposition of lockdown/s in some borders and/or simply afraid to travel due to the threat associated with the pandemic.

OVERALL ASSESSMENT:

Although there is a decline in number, there has been a smooth facilitation of Minors Travelling Abroad (MTA) clearance in 2020. There was no issue or complaint received in the processing of MTA clearances. The Customer Satisfaction Survey (CSS) showed positive results from the feedback of 52 clients out of 72 applicants. Out of 52 respondents, 22 of them are very satisfied of the quality service provided to them while 30 are satisfied.

RECOMMENDATION:

In order to strengthen the services of the Minors Travelling Abroad, it is proposed to Central Office to allocate budget for MTA Services to cover the supplies/materials and the conduct of advocacy activities and MTA Orientation to LGUs and other stakeholders.

D. UNCONDITIONAL CASH TRANSFER (UCT)

The Unconditional Cash Transfer (UCT) program is a tax reform mitigation program under R.A. 10963 or the Tax Reform for Acceleration and Inclusion (TRAIN), providing cash grant to poor households and individuals who may not benefit from the lower income tax rates but may be adversely affected by rising prices. Accordingly, the UCT Program is a social mitigation measure to be implemented for three (3) years starting 2018 and ends in 2020, which aims to protect the disadvantaged, poor, and vulnerable sectors.

Beneficiaries of the UCT Program include households of the Pantawid Pamilyang Pilipino Program (4Ps), beneficiaries of the Social Pension for Indigent Senior Citizens and selected poor households registered in the National Household Targeting System for Poverty Reduction (NHTS-PR or Listahanan).

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of beneficiaries served (FY 2019 Grants)	265,693	407,013	-141,320 or -34.72%	Major Deviation
a. UCT Listahanan	72,742	79,834	-7,092 or -8.88%	Minor Deviation
b. UCT Social Pension	12,200	140,000	-127,800 or -91.21%	Major Deviation

c. UCT Pantawid	180,751	187,179	-6,428 or -3.43%	Minor Deviation
Number of beneficiaries served (FY 2020 Grants)	187,766	407,600	-219,834 or -59.93%	Major Deviation
a. UCT Listahanan	0	79,834	-79,834 or -100%	Major Deviation
b. UCT Social Pension	0	140,000	-140,000 or -100%	Major Deviation
c. UCT Pantawid	187,766	187,766	0	Full Target Achieved

For UCT-Listahanan 2019, Landbank of the Philippines (LBP) released grants through On-sites and/or Off-site payments. However, FY 2020 grants will be released through cash cards together with UCT-Social Pension. For UCT-Pantawid 2020, grants for Batch 1 was credited last December 21, 2020 which consisted of 16,088 and 171,678 from UCT-MCCT and UCT-RCCT, respectively.

Payouts for the unpaid UCT-Listahanan 2019 beneficiaries was continued last February 2020, however it was suspended last March 2020 due to declaration of Public Health Emergency caused by Covid19 pandemic. In June and onwards, conduct of payouts was resumed under strict health and security protocols.

Also, there is an on-going negotiation and coordination between UCT-NPMO and LBP Head Office for the cash card issuance. Cash card distribution will commence by first semester of 2021 including the crediting of grants for FY 2018 and 2019 unpaid beneficiaries.

Financial Performance: Current Allotment FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Tax Reform Cash Transfer Project	600,200.00	574,640.00	405,938.00	95.7%	70.6%

Financial Performance: Continuing Allotment FY 2019

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Tax Reform Cash Transfer Project	14,750.00	14,750.00	6,643.00	100%	45.0%

OVERALL ASSESSMENT:

Field Office Caraga is generally on-track in relation to project implementation schedule of UCT. 51,812 UCT-Listahanan beneficiaries were already endorsed to LBP through the National Program Management Office (NPMO) as partial number of data required for cash card and

UCT ID issuance. While the remaining 56,245 is still on the validation process with corresponding budget allocation received from NPMO. DSWD FO Caraga can now proceed with the necessary preparations for the cash card issuance and distribution by first semester of 2021.

RECOMMENDATIONS:

Continuous provision of augmentation staff during cash card distribution is highly sought. Further, spare laptop units from other Sections/Units are requested for UCT-Regional Program Management Office use for LBP payments slips tagging. Hiring of additional staff such as verifiers and Admin Aides is needed for the verification of the validated data, which includes checking of beneficiaries' images and encoding true and correct information.

V. SOCIAL WELFARE FOR DISTRESSED OVERSEAS FILIPINO AND TRAFFICKED PERSONS SUB-PROGRAM

This sub-program aims to uphold and protect the rights of victim-survivors of trafficking and distressed overseas Filipinos and provide social welfare services to restore their social functioning and facilitate recovery and integration to their families and communities. The sub-program covers the implementation of services to Distressed Overseas Filipinos, Recovery and Integration Program for Trafficked Persons.

A. RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED PERSONS

The Republic Act No. 9208 as amended by Republic Act No. 10364 otherwise known as the Expanded Anti-Trafficking in Persons Act of 2012 mandates the Department of Social Welfare and Development to implement rehabilitative and protective programs for trafficked persons.

The Recovery and Reintegration Program for Trafficked Persons is a comprehensive program that ensures provision of adequate recovery and reintegration services 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.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of trafficked persons provided with social welfare services	67	65	+2 or +3.08%	Minor Deviation

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of assisted individuals who are reintegrated to their families and communities	80.6%	95%	-14.4%	Minor Deviation

Number of trafficked persons decreased in 2020. There were a total of 67 trafficked persons provided with social welfare services in 2020, which was a decrease of 15.20% from 79 served in 2019. Out of 67 served, there were a total of 54 trafficked Persons that have been reintegrated. The percentage of accomplishment for the outcome indicator exhibits a minor deviation from the target. The variance is due to the cases of Online Sexual and Exploitation of Children (OSEC). On which, to provide a safe environment for victim-survivors and to ensure that they will be provided with proper interventions like physical, mental, and psychosocial skills, they were referred to a shelter facility for temporary custody and for their recovery. During rescue operation, there were provided with food assistance through hot meals, hygiene kits and psychoeducation by Social Workers to help them manage their situations. Direct services like livelihood and educational assistance will be provided once they are reintegrated to their families.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligation	Disbursement
Recovery and Reintegration Program For Traffick Persons	1,486,024.0	1,486,024.0	1,200,121.90	100%	80.8%

Financial Performance: (Current Allotment FY 2019)

Program/Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligation	Disbursement
Recovery and Reintegration Program For Traffick Persons	6,000.00	6,000.00	6,000.00	100%	100%

OVERALL ASSESSMENT:

There have been delays in the provision of some services due to some restrictions brought by the pandemic, however, the program targets/deliverables were closely met and the program’s deliverables have been considerably extended to the target clients.

RRPTP Social Workers actively responded to the clients in close coordination with the partners in the law enforcement agencies during the conduct of four (4) rescue operations in different provinces of the region. These efforts successfully saved children and women allegedly exploited sexually by perpetrators who were majority closely related to them. These social workers escorted the survivors in court appearances to testify while social workers also serve as complainants and witnesses. The legitimate operations rescue, entrapment and arrest of the perpetrators is stemmed from a strong partnership of police authorities’ local, national and foreign counterparts, inter-agencies and other stakeholders who have been proactively fighting to end this kind of horrendous acts.

Home visits, referrals, case conferences and orientation on child-related laws were conducted by RRPTP Social Workers in collaboration with a multidisciplinary team, partner agencies and other stakeholders, not only for winning the case but more importantly for the recovery and healing of the victim-survivors. Hence, the Field Office-RRPTP has fulfilled its primary function to provide social welfare services not only to trafficked persons but also to their families and communities.

RECOMMENDATION:

In consideration of the operational strengthening of the Recovery and Reintegration Program for Trafficked Persons (RRPTP) and to continue its smooth operation and effective implementation through its various services, the DSWD Field Office is recommending the following:

- Contractualization/Regularization of the RRPTP Social Workers as court experts;
- Funding for the establishment of the shelter facility to cater male TIPs.

B. INTERNATIONAL SOCIAL WELFARE SERVICES FOR FILIPINO NATIONALS (ISWSFN)

DSWD provides comprehensive social welfare and protection services to the vulnerable and disadvantaged Filipinos in foreign countries, to promote their best interest and general welfare, through the deployment of Social Welfare Attachés and Social Work Interns in countries with a high number of distressed Overseas Filipinos (OFs).

The Department established the International Social Services Office (ISSO) to efficiently and effectively provide timely, responsive, and appropriate social protection services to distressed, irregular, or undocumented OFs and their family members who are victims of abuse, trafficking, illegal recruitment, unfair labor practice, and human-induced or natural disasters.

The main objective of the ISSO is to institutionalize a system of delivering social welfare services to Filipinos in foreign countries through the deployment of Social Welfare Attachés (SWAtt) in countries with a high number of OFs. Also, the provision of psychosocial services is a distinct and valuable contribution of the Social Welfare Attachés as a regular member of the One-Country Team Approach (OCTA) through the complementation and augmentation of social welfare services.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of distressed and undocumented overseas Filipinos provided with social welfare services	813	300	+513 or +171.0%	Major Deviation

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of assisted individuals who are reintegrated to their families and communities	100%	95%	+5%	Minor Deviation

Number of served distressed and undocumented Overseas Filipinos (OFs) increased drastically. In 2020, there were a total of 813 distressed and undocumented Overseas Filipinos (OFs) or a 154.86% increase from 319 served in the previous years. The current accomplishment resulted in a major deviation from the current target having a positive 171%

variance. The influx of repatriated Overseas Filipinos is attributed to the effect of Covid19 Pandemic. Moreover, all catered distressed and undocumented OFs.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Services to Distressed Overseas Filipinos (ISSO)	421,322.00	421,322.00	411,232.00	100%	97.6%

OVERALL ASSESSMENT:

The influx of repatriated Overseas Filipino Workers in 2020 is due to the Covid19 pandemic. A lot of OFWs lost their job due to their employers' early termination of their contract being affected also by the said pandemic. Further, our government's initiative to conduct mass repatriation to all our affected OFWs and the unified collaboration of all concerned agencies have led to the huge number of clients coming into the office, walk-in and referred seeking for social services. All the catered distressed and undocumented clients were assisted and provided with social services from the office such as psychosocial assistance, referral services, and financial assistance from Crisis Intervention Section through the Assistance to Individuals in Crisis Situation funds. Upon their repatriation date, these OFWs subsequently underwent safety protective measures then reintegrated to their families and communities.

RECOMMENDATION:

- Fund allocation for office supplies and equipment such as portable computer and printer for an effective and efficient way of providing social services to clients;
- Staff augmentation for ISSO is needed considering the limited workforce and heavy workload.

ORGANIZATIONAL OUTCOME 3:

Immediate relief and early recovery of disaster victims/survivors ensured

This organizational outcome emphasizes the critical role of the Department in addressing the immediate needs of the individuals, families and communities affected by human-induced and natural disasters.

DISASTER RESPONSE AND MANAGEMENT PROGRAM

In line with the Republic Act 10121 of May 27, 2020 or known as the Philippine Disaster Risk Reduction and Management Act, the Department as the member agency of the National Disaster Risk Reduction and Management Council is likewise charged as the Vice-Chair for the Disaster Response as one of the 4 thematic areas of DRRM and the lead of the NDRRMC Response Pillar. The Department as the Vice-Chair shall lead the Response Cluster through the Cluster Approach, which was institutionalized to effectively lead the Philippine Government's Disaster Response Operations.

The Disaster Response Management Division as the agency's Field Office (FO) counterpart is tasked to implement programs, projects and activities along the 4 thematic areas of DRRM which is: (i) provide immediate relief and early recovery services to disaster-affected families and individuals, which includes the provision of Technical Assistance and Resource Augmentation (TARA) to LGUs, provision of food and non-food items to Internally Displaced Persons (IDPs) and provision of early recovery services to families with damaged houses in the form of Emergency Shelter Assistance (ESA); (ii) Conduct capability building activities and learning development interventions to DSWD Staff and LSWDOs to increase their DRRM; (iii) Ensure readiness by maintaining the adequate stockpile level of food and non-food items, and (iv) Implementation of the Risk Resiliency Program – Climate Change Adaption and Mitigation (RRP-CCAM) thru the provision of Cash-for-Work (CFW) to qualified poor families in lieu of rendering disaster preparedness and prevention and mitigation activities.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

For the year 2020, the region experienced various sporadic incidents such as fire incidents, social disorganization and armed conflict. In addition, the unforeseen outbreak of COVID-19 pandemic caused to the disruption of the FO's various program implementation and resulted to the delay of delivery of programs and services. The FO was greatly challenged and impacted by the effects of COVID-19 pandemic due to the imposition of quarantine restrictions implemented by Local Government Units in response to the pandemic.

However, despite the pandemic, the FO was able to implement its various programs and services along Disaster Response Management. The FO conducted IDCB and LDI activities in accordance to minimum standard protocol. These activities were attended and participated by DSWD Staff and LGU Staff.

The FO also provided augmentation assistance to the LGUs affected with various sporadic incidents and community quarantine due to COVID-19 pandemic.

In late December 2020, the region was hit by Tropical Depression VICKY which greatly affected the provinces of Agusan Del Sur and Surigao Del Sur. A total of 62,872 families or 268,973 individuals were affected. The FO also provided augmentation assistance to families affected by flooding caused by TD VICKY.

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of DSWD QRT and other stakeholders trained for deployment on disaster response	419	175	+244 or +139.43%	Major Deviation
Number of LGUs with prepositioned relief goods	-	-	-	Not Applicable
Number of poor households that received cash-for-work for CCAM	69,045	70,079	-1,034 or -1.48%	Minor Deviation
Number of LGUs provided with augmentation on disaster response services	49	ANA	-	Inconclusive
Number of internally displaced households provided with disaster response services	118,895	ANA	-	Inconclusive
Number of households with damaged houses provided with early recovery services	0	ANA	-	-

Number of staff trained on various IDCB and LDI activities increased. The Program thru Disaster Response and Management Division was able to train a total of 419 staff in 2020, which increased by 947.5% from 40 trained staff in the previous years. Of the total trained participants, 165 are male and 254 are female. These activities were attended by DSWD Internal Staff.

No LGUs with prepositioned relief goods. The number of LGUs to be prepositioned with relief goods is no longer part of the Organizational Outcome for Field Office since a memorandum was issued on this matter not allowing the Field Offices to preposition goods to LGUs but instead scout for available warehouses located in strategic areas in order to preposition goods.

RRP-CCAM implementation was delayed due to COVID-19 pandemic. The Field was able to attain 98.52% of the total target despite the pandemic. This accounts to 69,045 beneficiaries served out of 70,079 total target beneficiaries during the 2nd semester implementation. Payout for the remaining beneficiaries will commence in January 2021 considering time constraints and the unavailability of the SDOs to handle cash advances since the FO is also implementing other programs with payout modalities.

Provision of disaster response services expanded. A total of 49 LGUs were provided with disaster response services which account for 118,895 families, these are the families affected by sporadic incidents, COVID-19 pandemic and TD “VICKY”. Compared last year, there were only 20 LGUs with 8,816 families.

No households with damaged houses provided with early recovery services. No families have been served thru Emergency Shelter Assistance (ESA) since the region did not submit funding request for the implementation of ESA considering that there are no major disaster incidents which hit the region in the earlier months of the year except for TD VICKY which hit

the region in December 18, 2020. In addition, validation is still on-going on the actual number of damaged houses affected by TD VICKY.

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage and number of disaster affected households assisted to early-recovery stage (provision of early recovery services in the form of ESA)	0%	ANA	-	-

The Outcome indicator relates to the 6th Output Indicator 6 and it exhibits 0% accomplishment since there were no major incidents that hit the region in the earlier months of the year except for TD “VICKY” which hit the region in December 18, 2020. To date, a total of 1,069 houses were reported as damaged; 449 were totally damaged and 620 were partially damaged.

The region will be requesting funds to the Central Office for the provision of early recovery and rehabilitation services to families with damaged houses in the form of Emergency Shelter Assistance (ESA). However, since the incident happened late in December, there will be not enough time to process the said assistance. Thus, it is likely that the assistance will be given in the 1st Quarter of 2021 once the CO will approve of the funding requirements for the provision of ESA.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Disaster Response and Rehabilitation Program	198,763,437.55	197,884,072.47	180,988,432.74	99.6%	91.46%
Quick Response Fund (QRF)	35,976,057.20	35,955,623.80	31,717,025.29	99.9%	88.21%
Implementation and Monitoring of Payapa at Masaganang Pamayanan (PAMANA) Program - Peace and Development Fund	82,044,029.64	80,744,029.64	48,084,508.11	98.4%	59.55%

Financial Performance: (Continuing Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Disaster Response and Rehabilitation Program	8,693,358.64	8,693,358.64	8,048,818.50	100.0%	92.59%
Quick Response Fund (QRF)	5,894,280.67	5,232,389.32	3,772,609.61	88.8%	72.10%
National Resource Operation (NRO)	179,716.99	179,716.99	179,716.99	100.0%	100.0%
Implementation and Monitoring of Payapa at Masaganang Pamayanan (PAMANA) Program - Peace and Development Fund	22,538,132.55	22,538,132.55	22,535,612.55	100.0%	99.99%

OVERALL ASSESSMENT:

Based on the accomplishments, the Disaster Response and Management Program have satisfactorily performed its functions as per mandate based on the agency's Organizational Outcomes 3 and 5. These accomplishments constitute to the provision IDCB and LDI activities to both DSWD Internal Staff and other partner stakeholders and to the provision of disaster response services to the LGUs affected by various sporadic incidents. However, due to unforeseen circumstances just like the COVID-19 pandemic, the division's RRP-CCAM implementation was delayed following the directive of the DSWD Central Office in response to the pandemic. Nevertheless, the Field Office was able to catch-up with the implementation and attained 98.52% accomplishment.

RECOMMENDATION:

The implementation of various DRRM Programs was greatly impacted and challenged by the effects of COVID-19 pandemic. The FO was not able to conduct its regular operations with regard to program implementation, thus it is recommended that the FO must undertake the following activities to address some of the issues and concerns, to wit:

- Conduct regular meetings (monthly meetings) to discuss matters regarding the program implementation considering that COVID-19 is still present and community quarantine restrictions are still in place, and
- Conduct regular monitoring and program assessment to check whether the program implementation is still on-track.

It is also recommended that the FO must continue its program implementation but in accordance to the standard health and safety protocols.

ORGANIZATIONAL OUTCOME 4:

Compliance of Social Welfare and Development Agencies to Standards in the Delivery of Social Welfare Services

This organizational outcome 4 demonstrates the mandate of the DSWD as an enabler of social welfare and development (SWD) intermediaries and other sector partners, through the setting of standards for and assessment of the quality of SWD programs and services being offered to the poor and vulnerable individuals, families and communities.

Embodying its regulatory functions under Organizational Outcome 4, the DSWD ensures that social welfare and development agencies (SWDAs) and service providers are implementing effective programs and services, specifically by the registration and licensing of SWD agencies and accreditation of SWD programs, services and service providers. It also includes accreditation of Civil Society Organizations (CSOs) that would receive public/government funds either beneficiaries or implementing entities of government programs and projects.

SOCIAL WELFARE AND DEVELOPMENT AGENCIES REGULATORY PROGRAM

Organizational Outcome 4 is operationalized through the DSWD SWDAs Regulatory Program which aims to manage SWDAs and their implementation of SWD programs and services by establishing quality assurance measures. It involves registration and licensing of SWDAs to operate, as well as the accreditation of SWD programs and services of SWDAs and service providers.

The DSWD's primary regulatory function are standards development, which sets standards for the registration, grant of license to operate and accreditation of SWDAs and service providers offering SWD programs and services, with the aim of ensuring the quality of services; standards compliance wherein the DSWD develops and enforces quality assurance measures for social welfare and development agencies (SWDAs) and other service providers to comply within the delivery of social welfare and development (SWD) programs and services; accreditation of CSOs; and standards monitoring that includes regular monitoring visits and technical assistance were provided to accredited SWDAs to ensure their compliance to standards set.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

The year 2020 was laden with a lot of challenges specifically in the provision of regulatory services, the Covid19 pandemic that brought about drastic changes in the normal course of our operation. The adverse effect of the said pandemic was felt globally as it continues to scale at a very alarming pace. The DSWD, despite the threats of the pandemic, continues to provide the much needed basic social services to the disadvantaged sectors of our society. The performance of the regulatory service of the DSWD FO Caraga has seen a considerable decline since LGUs implement several measures to counter the effects of Covid19 virus. As a result, it has a collateral effect on the provision of regulatory services since it restricts us from accessing several municipalities to say the least. But despite the adversities we encountered, the Section continues to provide with sustained accomplishments and an unending drive to serve and accomplish our given task despite the hurdles experienced.

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of SWAs and SWDAs registered, licensed and accredited				
a. Registered and Licensed SWAs	3	1	+2 or +200%	Major Deviation
b. Registered Auxiliary SWDAs	4	3	+1 or +33.3%	Major Deviation
c. Accredited SWDAs	0	0	-	-
Number of CSO accredited				
a. Implementing Partner CSOs (Validated)	0	ANA	-	-
b. Beneficiary Partner CSOs Accredited	1	ANA	-	-
Number of service providers accredited				
a. SWMCCs	5	5	0	Full Target Achieved
b. PMCs	13	5	+8 or +160%	Major Deviation
c. DCWs(ECCD Services)	312	263	+49 or +18.63%	Major Deviation
Percentage of SWDAs with RLA certificates issued within 30 working days upon receipt of compliant application	100%	100%	0%	Full Target Achieved
Percentage of detected violations/complaints acted upon within 7 working days	0	ANA	-	-

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of SWAs, SWDAs and service providers with sustained compliance to social welfare and development standards				
a. Registered and Licensed SWAs	42% (5/12)	25% (3/12)	+17%	Minor Deviation
b. Accredited SWDAs				
b.1 Level 1 Accreditation	83.3% (5/6)	50% (3/6)	+33%	Major Deviation
b.2 Level 2 Accreditation	100% (3/3)	67% (2/3)	+33%	Major Deviation
b.3 Level 3 Accreditation	0%	0%	-	-
c. Accredited Service Providers	100% (1/1)	0%	-	-

The relatively higher accomplishment of the monitoring for sustained compliance of SWDAs was the result of the collaborative effort of the Standards Section Staff to conduct the monitoring despite the travel restrictions brought about by the COVID 19 pandemic.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Standards-setting, Licensing, Accreditation and Monitoring Services	671,398.00	671,398.00	317,497.18	100.0%	47.3%

OVERALL ASSESSMENT:

Based on the statistical data presented above, the Standard Section’s provision of regulatory services could have achieved a higher rate of accomplishment if it were not for the adverse effect of the Covid19 pandemic. Apparently, it has shaken the foundations of several government-run facilities and toppled several organizations not deemed ready to adapt to the new normal. With the continuing crisis that we are experiencing right now specifically the Covid19 pandemic, it is a challenging task to accomplish the targets. The Standard Section FO Caraga sent a request for Office Performance Contract (OPC) change indicator to lower the targets for the year especially for the accreditation of Pre-Marriage Counselors (PMCs) for the consideration of the current Covid19 Pandemic we are experiencing right now, and thankfully with the continued support of the DSWD Standards Bureau, our request was considered and approved. Despite the adversities we have encountered, the DSWD FO Standards Section was able to withstand the challenges and proudly provide accomplishment for the organization as a whole, and with dogged persistence and a strong will to perform our given tasks even when faced with insurmountable challenges. These are all possible due to the unwavering support of our top management and the unequivocal assistance of our Standards Bureau.

RECOMMENDATION:

- The target for the FO Caraga for the current year 2021 is a total of 263 ECCDs which is relatively higher due to the fact that we have a limited number of deputized accreditors Out of the 5 provinces, only 4 provinces have a deputized ECCD accreditor issued with Certificate of Proficiency by the ECCD Council, the deputized ECCD accreditor of the mentioned province have already retired. Thus, leaving one (1) province with no deputized accreditor. The FO staff cannot readily augment in the conduct of the recognition assessment since we don't also have a Certificate of Proficiency issued to us. Recommendation to lower the targets for 2021 since the situation with COVID 19 has still not normalized and were having difficulties accessing areas with travel restrictions. To conduct seminar/training to FO staff and the provincial staff for the issuance of Certificate of Proficiency for additional ECCD Deputized accreditors;
- Continued funding support or the re-inclusion of the PDO-1 Cost Of Service worker to be funded under Centrally Managed Fund(CMF) as additional manpower for the augmentation of the regulatory services of the Standards Section.

ORGANIZATIONAL OUTCOME 5:

Delivery of Social Welfare and Development Programs by Local Government Units through Local Social Welfare and Development Offices Improved

The Local Social Welfare and Development Offices (LSWDOs) are crucial in the delivery of social welfare services and programs at the Local Government Unit (LGU) level as mandated in the Local Government Code. The Department of Social Welfare and Development (DSWD) through Executive Order no. 211 series of 2003 is mandated to provide technical assistance and resource augmentation to enable LGUs, NGOs, other NGAs, POs, and other members of the Civil Society in implementing social welfare and development programs including disaster management.

In order to fulfill said mandate which is aligned with DSWD's organizational outcome no. 5, a key component to determine the type and extent of assistance required from the Department is a tool that measures and assesses the service delivery of the Local Social Welfare and Development Offices.

TECHNICAL ASSISTANCE AND RESOURCE AUGMENTATION PROGRAM

Technical Assistance and Resource Augmentation is an inherent function of the Department by virtue of the Local Government Code of 1991 and Executive Order #221 in 2003 redirecting the functions of DSWD from service deliverer to technical assistance provider. Hence, the Department has continuously committed as its strategic goal under Organizational Outcome no. 5 to assist LGUs specifically LSWDOs in improving the delivery of social services and programs. As such, funds are allocated and release directly to the different field offices to implement TARA program.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of learning and development interventions provided to LGUs (through LSWDOs)	2	4	-2 or -50%	Major Deviation
Percentage of LGUs provided with technical assistance	100%	100% (77/77)	0%	Full Target Achieved
Percentage of LGUs provided with resource augmentation	100%	100% (73/73)	0%	Full Target Achieved
Percentage of LGUs that rated TA provided as satisfactory or better	100%	80%	+20%	Minor Deviation
Percentage of LGUs that rated RA provided as satisfactory or better	100%	80%	+20%	Minor Deviation

Generally, the program was able to achieve the target in providing technical assistance and resource augmentation to the partner LGUs amidst Covid19 pandemic. The Field Office has been responsive to the request of the LSWDOs especially provisions of Technical Assistance and Resource Augmentation. However, the Learning and Development interventions were hampered and were not fully achieved the target due to the Covid19 pandemic.

Service Delivery Capacity and Competency Results:

LGU Type	Level of Service Delivery of the LSWDO				Total
	Low	Level 1	Level 2	Level 3	
Province	None	3	2	None	5
City	None	3	2	None	5
Municipality	4	55	8	None	67
TOTAL					77

LGU Type	Level of Service Delivery of the LSWDO					Total
	Low	Basic	Intermediate	Advanced	Expert	
Province	1	3	None	None	1	5
City	None	None	None	3	2	5
Municipality	None	1	17	31	18	67
TOTAL					77	

Out of 78 LGUs, 77 of them were assessed and validated except for the LSWDO of LGU Butuan City, Agusan del Norte who requested for the suspension of the schedule due to increasing cases of COVID-19 pandemic in the locality.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Provision of Technical / Advisory Assistance and other Related Support Services	149,249,565.66	5,133,360.00	3,392,326.36	97.6%	66.1%
Provision of Capability Training Programs	182,000.00	182,000.00	7,500.00	100.0%	4.1%

OVERALL ASSESSMENT:

The FO Caraga continuously intensified its provision of technical assistance and resource augmentation (TARA) interventions by attending the needs of the LSWDOs especially this pandemic. This is to ensure delivery of SWD programs and services to improve the well-being of the poor, marginalized and disadvantage individual families and communities. And along the delivery of TARA interventions, Field Office faces with challenges and issues.

Among of the challenges and issues being encountered is the conduct of LSWDO validation, we have not completed the 78 LGUs since LSWDO of Butuan City requested to postpone the activity due to pandemic. The provision of funds for HDPRC Pilot LGUs is only 100,000 pesos but given the implementation guide notes and time frame is very challenging on the part of the TARA focal person. The first (1st) to fourth (4th) LGUs that have been identified based on the criteria refused to implement the said amount due to restrictions. The FO has decided to be part as the Resource Persons during the activities and ensure that the project will align to their present needs. Follow-through one on one coaching in between or right after the training was done to ensure quality technical assistance. The team also played a significant role in the implementation of the Social Amelioration Program (SAP) during field validation and payout.

RECOMMENDATIONS:

The following were the identified challenges encountered and recommendations:

Challenges/Issues	Recommendations
Revision of the LSWDO Assessment Tool	Consider the comments/inputs of the LSWDOs/RMTs especially on the indicators of PSWDO and MSWDOs belongs to 4 th to 6 th municipalities.
No nationwide incentive system for the compliant LSWDOs.	Incentive system should be in place in timely manner with corresponding clear guidelines on how to provide these to compliant LGUs. It is also recommended that an ample incentives like projects/or any resources augmentation to LGUs especially for Level 3 or Improved Service Delivery.
No compelling reason for LGU in complying with the required documents of the LSWDO with Improved Service Delivery or Level 3.	Institutionalization of the LSWDO SDA thru inclusion in the DILG Seal of Good Local Governance, to oblige the LGUs to comply with the required indicators/documents.
Sustaining the gains/efforts of LSWDO by the LGUs regardless of change of administration.	

SUPPORT TO OPERATIONS

The Support to Operations (STO) provides technical and substantive support to the operations of the Department which are critical to achieving the foundational outcomes of improving systems and processes in the organization towards the effective and efficient implementation of Social Welfare Development programs, projects and services. Major deliverables of Field Office Caraga under the STO are Policy and Plans Development, Social Technology Development, National Household Targeting System for Poverty Reduction, Information and Communications Technology Management, Internal Audit, Social Marketing, and Knowledge Management.

I. POLICY AND PLAN DEVELOPMENT

The Policy Development and Planning Section (PDPS) is one of the sections of the Policy and Plans Division which is mandated to provide leadership in the formulation and, monitoring, and evaluation of policies and plans of the Department and of the social protection sector along with social welfare and development and social safety nets; coordinate and facilitate inter-office, inter-bureau, and inter-agency meetings and other bilateral agreements relative to the monitoring of compliance to regional and international commitments/instruments in line with social protection particularly on social welfare and social safety nets; coordinate the development and promotion of the Department's policy reform and legislative agenda and in conducting basic and policy researches; and provide leadership and/or secretarial support to various technical working groups (TWG) and interoffice bodies within and outside the Department.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of agency plans formulated and disseminated	3	ANA	-	-
a. Medium-term Plans	1	ANA	-	-
b. Annual Plans	2	ANA	-	-
Number of Resereches completed	0	0	-	-

1 Strategic medium-term plan was developed and disseminated. During the 1st Quarter of CY 2020, the Section leads the development and dissemination of the Risk Treatment Plan and was able to conduct the *Organizational Context and Risk Management Review Workshop* purposely to review and update the following: (i) Risk and Opportunities Register; (ii) Risk Treatment Plan; (iii) Opportunities Action Plan; and (iv) Internal and External Context.

Two (2) Regional Annual Plans were formulated in 2020. During CY 2020, the Field Office Caraga through the Policy and Plans Development Section (PDPS) has formulated and submitted 2 (two) annual plans to Central Office. Such Annual Plans were the FY 2021 Annual Work and Financial Plan (WFP) and the Annual Performance Measures (APM). Apart from the mandatory plans mentioned, DSWD FO Caraga also developed the Strategic Contribution Implementation Plan (SCIP) for FY 2020 as a contribution to the DSWD Covid-19 Response and Recovery Plan (RRP) 2020-2022 was also prepared and later the Regional Thrusts and Priorities anchored on the Department's Thrusts and Priorities and RRP. All these instruments are developed in close coordination and collation with the various Offices, Divisions, Sections and Units (ODSUs).

Regional Integrated Performance Review and Evaluation Workshop conducted (IPREW). The Section spearheaded the IPREW last October 13-14, 2020, which aimed to revisit the Field Office Commitments on the Organizational and Foundational Outcomes towards the attainment of the DSWD Strategic Plan and the DSWD's Results Frameworks and Matrices. During the workshop, there was monitoring and assessment of the present performance/status vis-a-vis the planned activities based on the Office's Performance Contract and the Annual Work and Financial Plan. With the pandemic, the activity was conducted with mixed virtual and face-to-face participants.

Participated and supported the Celebration of the 31st Statistics Month in October 2020. With the encouragement of PSA and Policy Development and Planning Bureau (PDPB), the DSWD Field Office Caraga conducted several activities in support of the celebration of the 31st National Statistics Month with the theme “Bridging Digital Gaps: Making Information Available to All”. The activities conducted were Statistical Infographic Contest, displaying of a streamer, and Statistical Trivia Quiz. The NSM-related activities were participated by the different ODSUs.

Regional Legislative Forum conducted. A legislative forum was conducted last December 16-17, 2020. A two (2) day event which serves as a venue for the Field Office to present and disseminate its Legislative Agenda for the 18th Congress, more specifically the different Priority Legislations and the Supported Legislations of the agency to the nine (9) District Representatives in the Region. Moreover, the agency presented the program review highlights, accomplishments, while District Representatives raise their questions and clarifications – including suggestions on how to improve implementation of the programs and services of the Agency.

Research studies facilitated. The section through the Research Focal facilitated technical assistance for both external and internal research evaluation studies/requests and promotes priority research topic specified in the Department’s R&E Agenda. Moreover, the section was able to conduct and complete (2) in-house research studies.

Information System for efficient planning, monitoring and evaluation developed. The Harmonized Planning, Monitoring and Evaluation Information System (HPME++IS), a breakthrough concept of the Policy Development and Planning Section (PDPS), was pilot-tested last September 28-30, 2020. The system devices a unified online generation of HPMES forms and reports to make a more comprehensive monitoring system. The old version was further improved (“++”) in the latest version adding features along Office Performance Contract, Gender and Development Plan, and others.

Involvement in Bayanihan 1 & 2 implementation. The section has been actively involved in the implementation of Bayanihan 1 as members of the Field Office’s Agency Operations Center (AOC), validation and payout. The section also lead the Planning and Reporting Team in the organized Bayanihan 2 Special Working Group of the Field Office, which facilitated the submission of update reports on Bayanihan 2 implementation daily and weekly.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Formulation and Development of Policies and Plans	536,700.00	536,700.00	15,513.00	100%	2.89%

OVERALL ASSESSMENT:

Although there have been deviations in the targets due to the pandemic, DSWD FO Caraga through the PDPS was still able to perform well its support function along policy and plan development with the various instruments developed responsive to the current challenges brought about by the pandemic. Although the funded research project was diverted to another purpose with the instructions from DSWD Central Office, said realignment of funds was fully utilized according to modified purpose. In order to maximize the entire workforce, the staff have been actively in the Bayanohan 1 & 2 implementation in various capacities. The pandemic also did not deter the team to conduct its major deliverables along plan formulation, monitoring and evaluation as evidenced by the different activities spearheaded by PDPS adapting to the new normal with strict compliance to health and safety protocols. Finally, in the effort to make the reporting more efficient and future-ready, PDPS devised the information system, which is now ready for full deployment.

RECOMMENDATIONS:

- There is a need to strengthen the “square connection” and collaboration at all levels to ensure that monitoring and evaluation reports are accurate and available when needed for evidence-based decision-making;
- Consultation from Field Offices in terms of Office Performance Contract (OPC) target-setting is highly encouraged to avoid over-targeting / under-targeting set by Central Offices;
- For PDPB to develop a comprehensive administrative-based data online portal/Information Systems such as OPC tracker, Monitoring and Evaluation System to strengthen data collection, information and data quality control and support the full deployment of Harmonized Planning, Monitoring and Evaluation Information System developed by DSWD FO Caraga;
- For PDPB to include in the Work and Financial Plan a research grant for FY 2021.

II. SOCIAL TECHNOLOGY AND DEVELOPMENT

As operationally defined by the DSWD, social technology refers to the social welfare and development (SWD) approaches, strategies and models of intervention that respond to emerging needs of specific clientele (among the poor, vulnerable and disadvantaged individuals, groups of people or families). Social technology development is the process of planning, designing and testing social welfare and technology as well as enriching existing social welfare programs, towards replication and institutionalization by local government units and other intermediaries in order to address emerging social welfare issues and problems.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of intermediaries replicating completed social technologies	1	2	-1 or -50%	Major Deviation
No. of LGUs reached through social Marketing Activities	22	20	+2 or +10%	Minor Deviation
No. of FO-initiated social technology implemented	0	0	-	-

Due to the pandemic, most of the activities in relation to social technology implementation and monitoring were conducted through online platforms. The Social Technology Unit was able to participate in all the training facilitated by SWIDB and Social Technology Bureau (STB) despite the overlapping schedules and limited staff of the Social Technology Unit (STU). Current situation posted a great challenge in the accomplishment of deliverables for the 4th Quarter. Despite the challenges, the STU exerted much effort in order to achieve the target set for the unit for 2020.

Yakap Bayan as one of the priority programs of DSWD is continuously being promoted to the Local Government Units (LGUs) for possible adoption. As a result of the promotion activities, there were seven (7) LGUs who expressed their interest to adopt the program in 2021. For 2020, LGUs focused more on Covid19 response activities, hence some of them decided to forge a Memorandum of Agreement for the adoption of the Yakap Bayan Program early next year. As part of the pre-implementation phase, the STB and SWIDB conducted Training of Trainers on Yakap Bayan Program wherein STU participated and was able to complete the 10 sessions. Another activity in relation to the said program is the Users Acceptance Testing on Yakap Bayan Information System which was again participated by STU, and a representative from the Municipality of Esperanza, Agusan del Sur, and RICTMS staff.

Various activities in relation to the pilot implementation of the DSWD WiSUPPORT: Wireless Mental Health and Psychosocial Support Services were conducted and facilitated by STB. The STU also forms part of the activities such as Pretesting of DSWD WiSUPPORT Training Modules and Capability Building of WiSUPPORT Service Providers. A Regional Special Order for the WiSUPPORT Service Providers was issued to officially recognized the roles and responsibilities of the identified ones.

Sustaining Interventions in Poverty Alleviation and Governance (SIPAG) project is continually being monitored by STU. Different activities were conducted through online platforms such as SIPAG Project Monitoring and Technical Assistance last Nov. 17, 2020, and another SIPAG Project was done last December 09, 2020. The STU always makes sure that Technical Assistance and Resource Augmentation be provided to the SIPAG implementation in LGU Bislig, SDS. To date, encoded Intervention and Plan of Action (IPAC) has increased to 20 despite the exhausted LGU Funds for the internet connection. STU provided cell cards to each case managers for them to continue the encoding of IPAC.

Another pilot project implemented in Caraga Region is the Enhance National Family Violence Prevention Program (ENFVPP). These are the activities conducted: Presentation of existing Materials/Modules of Development Partners, Presentation of Impact of Covid19 in relation to Family Violence, Presentation of Emerging Concerns of Parents and Writeshops on the Development of Standard Session for the ENFVPP Implementation and lastly Presentation of Other Resource Materials and Draft Outline of the Standard Session Guide for ENFVPP Implementation. All of these activities were done thru google meet.

Last December 14-18, 2020, the STU had the opportunity to conduct field visits to LGUs who were able to participate in the orientation on Yakap Bayan and completed social technologies. The unit was able to lobby for the adoption of the Yakap Bayan Program to the LGUs and at the same time presented some of the completed social technologies for possible replication. Aside from that, the unit has provided technical assistance to the Municipality of Veruela, Agusan del Sur on the replication of Home Care Support Service for Senior Citizens. Plans for the implementation of the program were also discussed with them. Municipality of San Miguel, Surigao del Sur was also visited and the MSWDO of San Miguel was advised to conduct first profiling of beneficiaries/volunteers for Team Balikatan Rescue in Emergencies (TeamBRE). Training for TeamBRE is supposed to be conducted within the year, however, due to the pandemic, it was postponed. Hopefully, the STU will be able to conduct the training

in 2021. Moreover, it was suggested to MSWDO to conduct resource mapping and scouting of possible resource persons who will be tapped for the training.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Technology Development and Enhancement	622,126.00	622,126.00	374,986.09	100%	60.27%

Financial Performance: (Continuing Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Technology Development and Enhancement	250,844.71	250,844.71	96,524.71	100%	38.48%

OVERALL ASSESSMENT:

The Office tried to explore other means of promoting and marketing social technologies. Virtual meetings or any platform that does not require physical interaction among the participants were done in order not to hamper the implementation of SIPAG and ENFVPP in the region, activities such as monitoring, conducting of project management team meeting, and provision of technical assistance should continuously be done as per schedule.

The conduct of virtual meetings is quite challenging since there are LSWDOs who are not yet equipped in using online platforms such as google meet. Despite constantly reminding them to click the link provided for the attendance, evaluation, and expression of interests, still only a few of them were able to do so.

With the current situation, LGUs are hesitant to allow DSWD staff to conduct personal visits, hence it is a big challenge to achieve the target set for this year. Only one (1) LGU was able to forge a Memorandum of Agreement with the DSWD on the replication of completed social technology despite the efforts exerted by the STU staff.

RECOMMENDATIONS:

- DSWD CO to provide funding for the hiring of staff for the pilot implementation of Enhanced National Family Violence Prevention Program (NFVPP);
- DSWD CO to extend funding for the training on Yakap Bayan Program and completed social technologies adopted/ replicated by LGUs.

III. NATIONAL HOUSEHOLD TARGETING SYSTEM FOR POVERTY REDUCTION

Taking cognizance on the significance of focused targeting to reduce leakage and deprivation in the delivery of services to the poor, Executive Order 867 series of 2010 provides for the adoption of the National Household Targeting Section for Poverty Reduction (NHTS-PR), also known as Listahanan, as a mechanism for identifying poor households who shall be recipients of social protection programs nationwide. It further mandates all National Government Agencies (NGAs) to use the data generated by the system in prioritizing beneficiaries of government's social protection programs and services.

As per Administrative Order No. 01 series of 2018, the National Household Targeting Section (NHTS) is mandated to maintain and update the database of poor households every four years through household assessment and special validation. The section is also tasked to share such data to social protection providers in the government an non-government organization as basis in the delivery of programs and services.

Consistent with these mandates, the Department of Social Welfare and Development Field Office-Caraga through the NHTS carried out the updating of Listahanan database of poor households through the conduct of third-round household assessment or Listahanan 3. With the collective efforts from its dedicated field workers, encoders, verifiers and encoding supervisors, the FO-Caraga successfully completed the second phase of the project cycle, the Data Collection and Analysis Phase, as per approved adjusted timeline.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

The NHTS accomplishments are categorized according to its Major Key Result Areas (KRAs). These are (1) Listahanan 3 implementation and (2) data sharing in accordance with the Data Privacy Act.

i. Listahanan 3 Implementation

Focusing on the end goal of Listahanan which is to find who and where the poor are, the DSWD FO-Caraga pushed through the conduct of the Validation and Finalization Phase of Listahanan 3 Project Cycle amid the COVID-19 pandemic. The validation phase provides an opportunity for the community and local government units to review the initial list of poor households generated after the application of proxy means test (PMT) for transparency.

To increase the credibility of Listahanan database and improve its overall quality, the section resolved and removed all duplicates found in the system. A total of 69,330 individuals and 40,245 households' records were found to have duplicate names in the database. Through the supervision of RITO Raffy Pocon, the section completed the deduplication activity on August 28, 2020. Thus, the section requested the deletion of 3,089 household IDs with duplicate household members. As a result, the declared total assessed households has decreased from 494,292 to 491,203.

Summary Report on the Listahanan Deduplication Results: Caraga Region

Total Number of Records		Number of Duplicates		Number of Clean Records	
Individual	Households	Individual	Households	Individual	Households
69,330	40,245	32,011	3,089	37,319	37,156

Based on the submitted revised regional timeline, the section is committed to complete the validation phase by February 2021 so that the updated database will be shared by the 2nd quarter of 2021.

Moreover, the section further intensified its partnership with the Local Government Units (LGUs) for the resolution of grievances received via Listahanan website and community desk. The section was able to organize 73 or 100 percent of the LGUs with functional LVC. The LVC is composed of six (6) core members with the following composition: (1) Mayor or his/her representative; (2) City/Municipal Social Welfare and Development; (3) City/Municipal Planning and Development Officer; (4) representative from NGO/faith-based group; (5) representative from CSO; and (6) designated Listahanan focal person.

Through the close coordination with the Human Resource Planning and Performance and Management Section (HRPPMS), the office hired 348 or 100% of the required staff complement.

Number of Hired L3-Validation Personnel

Province	Area Supervisors ¹			Enumerators			Encoders/Verifiers		
	Target	Hired	%	Target	Hired	%	Target	Hired	%
Agusan del Norte	28	28	100%	42	42	100%	29	29	100%
Agusan del Sur	37	37	100%	48	48	100%			
Dinagat Islands	9	9	100%	9	9	100%			
Surigao del Norte	35	35	100%	33	33	100%			
Surigao del Sur	37	37	100%	41	41	100%			
Total	146	146	100%	173	173	100%			

Note: (1) No. of AS per City/Municipality is derived by dividing the total number of barangays by 8. Hence, each AS is assigned to 8 barangays

After the three-day training, hired AS were deployed on October 21, 2020, for the Province of Agusan del Norte; October 28 for the Province of Agusan del Sur and Surigao del Sur. On the other hand, for the Province of Surigao del Norte and Dinagat Islands, due to the travel restriction and no sailing policy, the section was able to deploy AS on November 3, 2020. The section needed to wait for the three (3) provinces to complete the receiving of grievances due to the insufficient number of laptop units to be used by our AS.

Through the efforts made by our hired AS, a total of 1,311, or 100% of the barangays have functional Barangay Verification Team (BVT). For Agusan del Norte, BVT orientation was completed on October 3, 2020, while October 14, 2020, for Agusan del Sur and Surigao del Sur. On the other hand, for Surigao del Norte and Dinagat Islands, orientation was completed on November 17, 2020.

Number of BLGUs with Functional BVT

Province	No. of Brgys.	BVT Orientation		With Executive Order	
		No.	%	No.	%
Agusan del Norte	253	253	100%	253	100%
Agusan del Sur	314	314	100%	314	100%
Dinagat Islands	309	309	100%	309	100%
Surigao del Norte	100	100	100%	100	100%
Surigao del Sur	335	335	100%	335	100%
Total	1,311	1,311	100%	1,311	100%

The section started the receiving of grievances for Agusan del Norte Cluster on October 3, 2020; Butuan City on October 5, 2020; Agusan del Sur and Surigao del Sur Cluster on October 23, 2020. For Surigao del Norte and Dinagat Islands, the receiving of grievances started on November 26, 2020, and December 4, 2020, respectively. As of December 30, 2020, out of 1,311 barangays, there are 1,284 or 98 percent barangays completed the receiving of grievances. The twenty-seven (27) remaining barangays could not proceed with the receiving this year due to the following reasons: (i) issuance of Executive Order on the extension of the

temporary closure of barangay borders in some areas of Dinagat Islands due to the on-going contract tracing; and (ii) weather conditions that suspended the sea travel.

Status of Receiving of Grievances: As of December 30, 2020

Province	No. of Brgys.	STATUS			
		Covered		Not Yet Covered	
		No.	(%)	No.	(%)
Agusan del Norte	253	253	100.0%	-	-
Agusan del Sur	314	314	100.0%	-	-
Surigao del Sur	309	309	100.0%	-	-
Dinagat Islands	100	77	77.0%	23	23.0%
Surigao del Norte	335	331	99.0%	4	1.0%
TOTAL	1,311	1,284	98.0%	27	2.0%

Based on Listahanan 3 validation dashboard generated as of January 4, 2021, a total of 174,361 grievances were received by the AS. Of the said figure, 25,205 or 14.5% are general inquiries. The total complaints received under EX01 and INC01 grievances comprise 64,034 or 36.7% of the total grievances. Moreover, the combined total grievances under EX02 and TR01 grievances are 53,549 or 31.7%. Grievances received regarding wrong entries in the household records (ER01 and ER03) and deletion in the system (INC02) constitute 31,573 or 18.1% of the total grievances.

Number of received grievances: as of January 04, 2021

PROVINCE	TARGETS	TOTAL RECEIVED GRIEVANCES	TYPE OF GRIEVANCES							
			GENERAL INQUIRY	FOR DELIBERATION		FOR RE-ASSESSMENT		FOR SYSTEM UPDATING		
				EXO1	INC01	EX02	TR01	INCO2	ER01	ERO3
AGUSAN DEL NORTE	12,279	41,797	8,556	13,062	346	11,322	573	10	3,370	4,558
AGUSAN DEL SUR	14,616	46,502	7,330	15,978	337	14,051	853	8	4,389	3,556
DINAGAT ISLANDS	2,936	3,399	500	214	1	1,783	95	-	324	482
SURIGAO DEL NORTE	10,009	33,917	3,862	10,813	205	11,438	481	2	3,687	3,429
SURIGAO DEL SUR	12,147	48,746	4,957	22,938	140	12,283	670	4	3,817	3,937
TOTAL	51,987	174,361	25,205	63,005	1,029	50,877	2,672	24	15,587	15,962

As to household assessment, the office deployed a total of 131 enumerators on November 26, December 10, and 12, 2020 for the Province of Agusan del Norte; Agusan del Sur Cluster; and Surigao del Sur Islands respectively. Household re/assessment for the two (2) provinces Surigao del Norte and Dinagat Islands is scheduled this January 7, 2021.

As of January 4, 2021, a total of 36,813 or 41.0% of the total grievances that are subject for household interviews were assessed by our field staff.

Number of assessed households by Province: as of January 04, 2021

Province	Target Households	Re-assessed Households	
		No.	%
Agusan del Norte	20,743	17,567	84.7%
Agusan del Sur	27,349	9,299	34.0%
Dinagat Islands	1,878	-	-
Surigao del Norte	11,919	-	-
Surigao del Sur	27,965	9,947	35.6%
Total	89,854	36,813	41.0%

ii. Listahanan 2 Data Sharing

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of intermediaries utilizing Listahanan results for social welfare and development initiatives	-	ANA	-	-
No. of requests for List of Poor Households generated	-	ANA	-	-
Number of households assessed to determine poverty status	-	ANA	-	-
No. of requests for statistical data granted	9	ANA	-	-
No. of name-matching requests granted	62	ANA	-	-

In CY 2020, a total of 71 requests coming from different internal and external stakeholders and intermediaries were responded within the turn-around time for action. Of the said figure, 87% (62) were name-matching requests and the remaining 13% (9) were statistical requests.

Sustainable Livelihood Program (SLP) is the primary requestor of the name-matching of households in Listahanan 2 database which is used as the basis in the validation of its potential participants of the program as per Memorandum Circular 22 Series of 2019. On the other hand, statistical requests received by the office were from House of Representatives, Provincial Local Government Unit of Agusan del Norte, Local Government Unit of Cortes, Local Government of San Isidro, Disaster Response and Rehabilitation Section, and Local Government Unit of Sison, LGU General Luna of Surigao del Norte and Tagbina of Surigao del Sur for the Comprehensive Land Use Plan and Caraga State University (CSU) for their research study.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
National Household Targeting System for Poverty Reduction	712,800.00	712,800.00	647,893.07	100.0%	90.89%

Financial Performance: (Continuing Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
National Household Targeting System for Poverty Reduction	22,371,010.46	22,371,010.46	13,927,133.42	100%	62.26%
a. MOOE	22,347,738.46	22,347,738.46	13,903,933.42	100.0%	62.22%
b. CO	23,272.00	23,272.00	23,200.00	100.0%	99.69%

OVERALL ASSESSMENT:

Based on the revised regional timeline submitted, the DSWD FO-Caraga through NHTS is still on track with all its deliverables. The section is positive that by end of February 2021, the household interviews and encoding activities under the validation phase will be completed as per the set timeline.

Despite the threats brought by the COVID-19 pandemic, the section continues to deliver services adapting to the new normal to complete the Listahanan 3 implementation. Driven by commitment and passion, the section accomplished six (6) major accomplishments for the 2nd semester of 2020. First, 73 or 100% of the LGUs in the region have functional LVC. Second, 1,311 or 100% of the BLGUs have Barangay Executive Order on the creation of BVT. Third, 348 or 100% of the required L3-validation staff complement were hired. Fourth, 1,284 or 98% of the barangays in the region completed the receiving of grievances. Fifth, as of January 4, 2021, a total of 36,813 or 41.0% of the total grievances received were resolved through conducting household re-/assessment to the complainants. Lastly, Php 23,083,810.46, or 100% of the downloaded funds for 2019 continuing funds were utilized with the given timeline.

RECOMMENDATION:

Consistent with the revised regional timeline, the office would like to request NHTO to allocate funds for the continuation of our Regional Grievance Officer (RGO) especially resolving of duplicates on the received grievances is still on-going.

IV. INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT

Administrative Order No. 01, s. 2018 addresses the need to strengthen the organizational structure of the DSWD Central Office and the DSWD Field Offices. It states that under the Policy and Plans Division, there should be an Information and Communications Technology Section (ICTMS) to be responsible in determining necessary, cost-effective infrastructures and systems that enhance the FO's competency for ICT governance; to serve and work across divisions, units/sections, programs and services, centers and institutions of the FO to sustain the productive application of ICTs to social protection and social welfare and development programs, projects, administration and services; and to foster the efficient and effective use of ICT by the FO by providing advice, tools, information and services to help in the use of ICT to improve administration and service delivery.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of Information Systems supporting the core programs and support services of the Department maintained	27	25	+2 or +8.0%	Minor Deviation
Number of information systems developed and/or enhanced	4	4	0	Full Target Achieved
Percentage of mission critical databases managed and maintained	100%	95%	+5%	Minor Deviation
Percentage uptime of DSWD applications	97%	95%	+2%	Minor Deviation

Number of disaster recovery sites and backup solutions for DSWD applications maintained	1	1	0	Full Target Achieved
Percentage uptime for Field Offices	95%	92%	+3%	Minor Deviation
Number of DSWD Sub-Regional Sites connected to the DSWD Enterprise Network	7	5	+2 or +40%	Major Deviation
Percentage of information systems developed subjected to vulnerability assessment and patched accordingly	2	2	0	Full Target Achieved
Percentage of end points secured	75.35%	100%	-24.65%	Minor Deviation
Percentage of Technical Assistance (TA) requests responded and resolved within the set Service Level Agreement (SLA)/timeline	100%	100%	0	Full Target Achieved
Number of centralized web portal for ICT technical assistance, resolution of issues, business intelligence dashboard for ICT resources, services and monitoring developed	1	1	0	Full Target Achieved
Number of ICT policies developed and maintained	2	2	0	Full Target Achieved
Number of ICT capability building conducted	4	4	0	Full Target Achieved
Percentage of target participants trained on ICT applications, tools and products	100%	100%	0%	Full Target Achieved

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Information and Communications Technology Service Management	4,567,760.00	4,567,760.00	3,214,456.65	100%	70.37%

Financial Performance: (Continuing Allotment FY 2019)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Information and Communications Technology Service Management (MOOE)	4,290,152.00	4,290,152.00	2,786,461.63	100%	64.95%

For CY 2020, the RICTMS has focused heavily on the maintenance of information systems supporting the core programs and support services of the Department, having targeted 25 information systems but currently maintaining 27 spread through the different divisions, sections, and programs within the Field Office. Percentage uptime of reliable network, DSWD application and mission-critical databases were also above the targets. Seven (7) DSWD Sub-Regional Sites are now connected to the DSWD Enterprise Network.

However, there is a negative 24.65% variance in the percentage of endpoints secured. This is mainly because the Central Office procured a new anti-virus software and there is a need to remove the old and install the new one. Due to pandemic and travel restrictions, the RICTMS and other program staff were unable to install the security to desktop/laptop assigned at the Provincial Operation Offices (PPOs), Municipal Operation Offices (MOOs), SWAD, and other sites.

OVERALL ASSESSMENT:

Therefore, the undersigned concludes that the Regional ICT Management Section has been exceptional in performing and achieving its target for the FY 2020. The section has accomplished and maintained essential technologies through innovations, which has contributed greatly to the success and accomplishments of the divisions, units, sections, program and services, centers and institutions, and the Field Office as a whole.

On top of these accomplishments, the RICTMS was also tasked to augment in the implementation of the Social Amelioration Program (SAP) and Bayanihan 2. The section, and other IT Staff in the Field Office, was in charge of the processing of submitted lists from the LGUs; cross-matching and deduplication of possible beneficiaries against databases from Pantawid, MCCt, LTFRB, SSS, DOLE, and others; generation of SAC Forms; tagging and encoding of paid and unpaid beneficiarie; and consolidation of paid lists against payrolls from LGUs.

RECOMMENDATION:

Considering that some endpoints were not secured hence, when the situation permits, and when travel bans to some restricted areas are already lifted, the RICTMS staff shall be able to facilitate and give technical assistance to field staff assigned at the POOs, MOOs, SWAD, and other sites re: installation of the new anti-virus to issued desktops/laptops.

V. INTERNAL AUDIT

AO No. 70, series of 2003 provides “The Internal Audit must be the integral part of the office and must assist in the management and effective discharge of the responsibilities of the office, without intruding into the authority and mandate of the Commission on Audit.” Internal Audit Section assists the management on its compliance to five (5) general objectives of the internal control: safeguarding of assets; checking of accuracy and reliability of accounting data; ensuring economical, efficient, and effective operations; compliance with laws and regulations; and adherence to managerial policies.

Part of the Office Performance Contract (OPC) is the implementation of Integrity Management Plan where Integrity Measures are identified and implemented as planned. They are measured through quarterly progress reports to IMC Secretariat.

One of the key result areas of IAS this semester is the Agency Action Plan and Status of Implementation (AAPSI) of COA Audit Recommendations; Periodic Validation Report on grievances filed as directed by the Regional Director; Periodic Minutes of the Meeting and Updates of Regional Management and Development Conference; Reports on Management

Actions on COAs Management Letter; and Status Report on Internal Audit Service' National Audit Agenda.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of integrity management measures implemented	83.33%	ANA	-	-
- No. of integrity measures identified	30	ANA	-	-
- No. of integrity management measures implemented	25	ANA	-	-

Covid-19 pandemic was declared by mid-March 2020 up to present. Many DSWD program/project activities were hampered due to the onset of Covid19 pandemic. Nevertheless, the programs and services are delivered to public with much careful observance of health protocols.

Still, the Internal Audit Section was able to perform the specific functions and expected key result areas. They were able to monitor the COA Notice of Disallowances/ Notice of Suspensions and Audit Observation Memorandums from different programs as well as the submission of updated Agency Action Plan and Status of Implementation to COA as per timeline. IAS also provided technical assistance to employees and to the two (2) Centers and institutions of DSWD Caraga (Home for Girls and Regional Rehabilitation for Children and Youth) along with internal control for the year 2020.

OVERALL ASSESSMENT:

The implementation of Integrity Management Plan where integrity measures are identified and implemented by respective programs is considered a success because it gives safety nets to its programs and services. While the onset of Covid-19 pandemic hinders some of these activities, but overall, only six (6) related activities out of thirty-five (35) were not implemented and subjected for Change Request Form (CRF) for the three (3) programs (Listahanan (2), Social Pension (2), Supplementary Feeding Program (2))

RECOMMENDATION:

While the IMP is until 2020 only, it is highly recommended to continue these integrity measures in the activities of the programs.

VI. KNOWLEDGE MANAGEMENT

Knowledge Management has been one of the important functions lodged under the Capacity Building Section where it served as the secretariat and plays a crucial role in accomplishing OPC targets along Knowledge Management concerns.

The Knowledge Management Team was purposely composed as per Regional Special-Order Number 642, series of 2017 and tasked to perform duties that would ensure development, review, submission, replication of Knowledge Products and strengthen knowledge sharing culture in the Office.

Development and submission of Knowledge Products is one of the indicators reflected in the OPC target of the office. Hence, the office regularly conducts its quarterly Knowledge Management (KM) Team meetings to ensure quality outputs and accomplishment of its major tasks. The same activities shall be conducted for the year 2021.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of Knowledge Products developed	3	2	+1 or +50%	Major Deviation
Number of Knowledge Sharing Sessions conducted	4	4	0	Full Target Achieved

For the year 2020, the office has targeted development and submission of two (2) Knowledge Products which was also reflected as 100% accomplished. Moreover, the office has also shown a 100% accomplishment along conduct of knowledge sharing session.

For the first indicator along with the Number of Knowledge Products developed, the office exceeded its actual accomplishment versus its target. The office was able to achieve 150% accomplishment through its submission of the following KPs: first semester- Larawan 6.0, second semester- Pukot and “Hulagway”

Facilitating factors include team work, commitment and time management of the KM team and the dedication of proponents/ developers in really going through series of KP screening and reviews until the finalization of their outputs.

OVERALL ASSESSMENT:

Despite the pandemic, the capability of the DSWD Field Office Caraga for knowledge management has continuously improved as strengthened by the support and opportunities provided by the management. Moreover, the office has been extending efforts in fostering an environment of sharing of knowledge not just within its premises but also towards external partners and stakeholders. Hence, the office is continuously performing well in its undertakings along with Knowledge Management.

However, the pandemic indeed has brought challenges in the KM activities, such as in the conduct of regular meetings and the availability of the KM team members. This should be managed well and addressed accordingly.

RECOMMENDATION:

- Continuation of regular conduct of Knowledge Sharing Sessions in the office;
- Conduct of Knowledge Management Team and Core Group of Specialists quarterly Meetings via online or whatever is best.

VII. SOCIAL MARKETING

The DSWD conducts social marketing, advocacy and networking activities to further SWD programs, projects and services, as well as to nurture relationship with its stakeholders and publics. It also maintains feedback mechanisms for effectively communicating messages that embody its organizational objectives.

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.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of stakeholders informed on DSWD programs and services				
a. KAP	100%	100%	0%	Full Target Achieved
b. FB Analytics	38.70%	20%	+18.70%	Minor Deviation
Number of social marketing activities conducted				
a. Information caravans	11	4	+7 or 175%	Major Deviation
b. Issuance of press releases	180	60	+120 or +200%	Major Deviation
c. Communication campaigns	126	12	+114 or +950%	Major Deviation
Number of IEC materials developed	120	20	+100 or +500%	Major Deviation

OVERALL ASSESSMENT:

The Social Marketing Section was able to deliver its part in the Office Performance Contract. The decision of the management to support the section in any way possible was a critical factor (especially during the Pandemic period/SAP Implementation Period) in the success of the conduct of the different activities and production of different Information, Education, Communication materials for advocacy. The allocation of different funds from different fund source for specific activities and advocacy campaigns made this possible, and the hiring of Information Officers for the big ticket programs, and Divisions made the achievement of the targets possible.

RECOMMENDATION:

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. This was made possible with the well-synchronized activities of the different programs and services through the communication plan crafted by the different information officers, which was consolidated in forming part of the Regional Communication Plan. The section conducted a performance evaluation workshop to check whether the section was able to manage the different activities

in the communication plan. The results of the workshop will be the guide the section in crafting the 2021 Regional Communication Plan.

Though there have been improvements in the working condition of the agency amidst the pandemic (compared to the condition during the 2nd and 3rd quarter), especially to the status or protocols related to traveling and conduct of activities, the Section still has to consider that the pandemic is still very much a challenge, and that the welfare of the workers and the general public is still a priority in the conduct of activities. Thus, in planning for 2021, SMS must consider coming up with a communication plan that needs to be coordinated with the different stakeholders.

GENERAL ADMINISTRATIVE AND SUPPORT SERVICES

The General Administrative and Support Services are considered as “foundational components” which play a critical role in the delivery of overall administrative management support to the entire operation of the Department. Ensuring all administrative tasks are delivered as per target and within the timeline is then deemed crucial especially in an agency that caters to millions of clients and beneficiaries.

The main activities under GASS primarily revolve around “managing physical infrastructure, assets, financial and human resources, procurement activities and other logistical requirements in a manner that is transparent, accountable, proactive, results-oriented and value-adding”. Such activities include administrative services, legal services, human resource development, financial management services, and procurement services.

I. HUMAN RESOURCE AND DEVELOPMENT

To address the Field Office human resource requirements and ensure the well-being of personnel towards greater employee productivity and overall organizational effectiveness, the Field Office developed policies and systems relative to human resource planning, recruitment and selection, performance management, human resource needs assessment, career development, employee welfare and labor relations, and personnel administration.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of permanent positions filled-up within timeline	100% (12/12)	100%	0%	Full Target Achieved
Percentage of regular staff provided with at least 1 learning and development intervention	100% (83/83)	100%	0%	Full Target Achieved
Percentage of staff provided with compensation/benefits within timeline	76.52%	100%	-23.5%	Minor Deviation

All vacant permanent positions with request for posting have filled-up within timeline. In CY 2020, the Field Office Caraga thru Human Resource Planning and Performance Management Section was able to hire a total of 603 staff. Of which, 12 permanent positions, 32 Contractual, 316 Cost of Service Workers, and 243 Job Orders. The average turnaround time for filling up of the said position is within the prescribed timeline of 89 days. Although some vacancies were filled up beyond 89 days, it was due to the republication of the said vacancies and temporary suspension of hiring due to pandemic.

76.52% of DSWD staff provided with compensation/benefits within timeline. As of December 31, 2020, the Field Office has 1,810 employees (Regulae, contractual, MOA, and Job Order staff). Of these, 425 staff have not yet processed their clearance and deliverables, thus the delay in the release of their salaries and benefits (last salaries, additional premium for MOA workers, Gratuity Pay, and CNA). The overall accomplishment of the Personnel Administration Section in terms of the office target for CY 2020 is 76.25%. Although there is a minor deviation from 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.

OVERALL ASSESSMENT:

Despite the challenges of Covid-19 pandemic, the FO was able to fully achieve its target along filling-up of vacant position within timeline and provide responsive learning and development interventions. Although there has been delay in the provision of compensation/benefits to 23.48% of its workforce, the said workers are assured to receive said compensation/benefits once they are able to with the requirements given the allocation for the purpose.

RECOMMENDATION:

Human Resource Planning and Performance Management Section (HRPPMS):

- Strengthening of HRMPSC and HRMPSB – reorient the committee and board members of their task and responsibilities in the Recruitment, Selection and Placement process of the Field Office;
- Inclusion of Hiring in charge in the fund allocation per Division/Program – this will help in expediting the hiring process as there will be a focal person for hiring solely dedicated for each Division/Program;
- Implementation of Integrated HR Systems – following the recent PRIME HRM level 2 accreditation, the section will be implementing an updated application for the Recruitment, selection and placement process for 2021 and onwards;
- Inclusion of HRPPMS activities in the Work and Financial Plan for the following years so that some activities will be delivered on the planned schedule and not merely upon the availability of funds.

Personnel Administration Section:

- 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;
- Provide technical assistance and timely information dissemination to field staff on new policies for salaries and benefits to keep them well-informed of their benefits and related personnel administration process especially now that we are facing the COVID-19 pandemic;
- Continued conduct of coaching sessions to PAS staff, especially with the erratic increase in staff turnover in the FO, in order to keep them updated on new policies and guidelines as well as provide technical assistance for those PAS staff that needs a performance improvement.

II. FINANCIAL MANAGEMENT

The Financial Management Division is mandated to provide an efficient and effective financial plan to support the Department's Program / Activities / Projects aimed at achieving its desired outcome and mandate develop and implement policies and guidelines for effective, efficient, and economical management of financial resources of the Field Office; manage financial and related non-financial information system to ensure timely compliance with reporting requirements of oversight agencies and statutes, and to support or provide management with relevant information and advice/options in decision-making process; and the evaluation and analysis of the operating performance of various responsibility centers of the Field Office.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of budget utilized:				
a. Actual Obligations over Actual Allotment received	97.67% (4,562,596,198.83 / 4,671,426,923.72)	96%-100%	+1.67%	Minor Deviation
b. Actual Disbursement over Actual Obligations incurred	89.11% (4,065,932,301.85 / 4,562,596,198.83)	96%-100%	-6.89%	Minor Deviation
Percentage of cash advance liquidated:				
a. Advances to officers and employees	100% (296,650.48/ 296,650.48)	100%	0%	Full Target Achieved
b. Advances to SDOs (<i>Current Year</i>)	97.4% (1,482,018,629.02 / 1,521,514,972.80)	100%	-2.6%	Minor Deviation
c. Inter-agency transferred funds (<i>prior years</i>)	100% (20,002,747.59 / 20,002,747.59)	75%	+25%	Minor Deviation
Percentage of AOM responded within timeline	100% (13/13)	100%	0&	Full Target Achieved

97.67% Obligation rate in CY 2020. The Field Office Caraga was able to obligate a total amount of Php 4,562,596,198.83 from the total allocation receive amounting to 4,671,426,923.72.

Additionally, due to the early tapping of service provider, plans and technical documents of the line-up Infrastructure projects for FY 2018-2021 of programs was readily available. This provides immediate conduct of procurement process to facilitate the implementation of projects this year.

With the Covid19 pandemic, operational and financial targets were hindered. This resulted in delayed implementation of programmed activities in the Work and Financial Plan which resulted in a low disbursement rate current allocation and continuing funds.

Frequent lockdowns in the region due to the pandemic contributed to the hampering of conduct of activities for all major programs.

For LAG Implementation, on-going target areas and participant identification is being conducted thus the unobligated balances.

Supplementary Feeding Program, as an example, encountered insufficiency of supply of fresh milk since only one (1) supplier is available. The subsidiary fresh milk supplier of the National Dairy Authority (NDA) in Caraga has declined to supply the milk requirement of 104,280 bottles good for 120 feeding days for the 869 children beneficiaries of Butuan City due to insufficient supply of fresh milk and animal source to produce the fresh milk. This concern was first communicated to PMB last August 25, 2020, and last December 3, 2020.

Another program, which is Social Pension, for the number of their waitlisted Senior Citizens submitted by the Local Government Units within the region, declared insufficient to cover the entire budget. There are a significant number of potential beneficiaries who were not validated because they were on lockdown in other regions.

The delayed issuance of SAAs which was downloaded in the middle part of December 2020. Specifically, for AICS (Php 6,220,000.00) and SLP – (Php 66,547,000.00 – For Later Release). These SAAs were also not included in the Work and Financial Plan.

100% cash advances to officers and employees liquidated. The total amount granted as Advances to Officers and Employees amounting to Php 296,650.48 were 100% liquidated. The 100% liquidation is brought about by the constant follow up by the FMD staff for timely and full liquidation by the concerned staff.

97.4% cash advances to Special Disbursing Officers (SDOs). As of end CY 2020, the total amount granted as Cash Advance to Special Disbursing Officers for payment for grants to beneficiaries and salaries and allowances of some field staff under various Projects and Programs reached up to Php 1,521,514,972.80. Of these Advances, liquidation amounting to Php 1,482,018,629.02 was made, thereby a liquidation rate of 91.25%.

III. PROCUREMENT SERVICES

To ensure the efficiency of the acquisition of goods and contracting of services needed to deliver DSWD's programs, projects, and services, it is crucial that its procurement system is operating smoothly.

The Procurement Section of the Administrative Division has always been doing its task to deliver efficient and responsive administrative and logistics support for the timely delivery of SWD programs and services in the Region.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of procurement projects completed in accordance with applicable rules and regulation	87.15%	80%	+7.15%	Minor Deviation
Percentage compliance with reportorial requirements from oversight agencies	100%	100%	0%	Full Target Achieved

The Procurement Section maintains the use of the Integrated Supply and Procurement System (ISPS) from the preparation of Purchase Request up to the processing of payment. During the Covid19 pandemic, the procurement has encountered different challenges, such as non-availability of supplies, and closure of some establishment. Despite the challenges encountered, the section was able to support the Social Amelioration Program (SAP) implementation, Social Pension, UCT Pay-out, and T.D. Vicky relief operation thru availability of vehicle rental, provision of their PPEs, Sanitation supply and other office supplies.

In addition, the procurement has strategized procurement of vehicle rental, office supply, cell cards, and gasoline thru a consolidated approach. As such, the section has consolidated all same items with different end-user for easy procurement, fast and so will have advance ready Purchase Order. This approach helps fast booking for vehicle rental. For PPEs, the procurement section used emergency cases and payment thru the Cash Advance of SDOs to bet the low supply and high demand of PPEs and sanitation products within the region. For sanitation, it was coordinated thru the distributor of the product for reservation.

OVERALL ASSESSMENT/RECOMMENDATION:

Generally, the procurement process in the Field Office performed well. The biggest challenge encountered by the office is the effect of the Covid19 Pandemic thus, a call for change was necessary. There was a need to strategize and work with "The New Normal" thus, prioritization of activities and needs were closely coordinated with the end-users.

IV. ADMINISTRATIVE SERVICES

The Administrative Division is mandated to ensure the provision, maintenance, and management of logistical requirements to support the Department in the attainment of its vision and mission. It develops and recommends policies, programs, and procedures on the efficient and effective property and asset management, provision of transportation, communication, security and janitorial services, and maintenance of properties and assets. It also provides logistical support, strategic services, and technical assistance to the DSWD on administrative concerns and responsible for the custodianship of all properties of the DSWD. Administrative Division ensures that policies, programs, systems, and procedures on the efficient and effective records management, direct all activities pertaining to procurement, planning, and contract management and monitoring, provision of transportation, communication, security and janitorial services, maintenance of facilities and assets of the DSWD are in place and implemented.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of facilities repaired/renovated	16	16	0	Full Target Achieved
Percentage of real properties titled	0	ANA	-	-
Number of vehicles maintained and managed	9	9	0	Full Target Achieved
Percentage of records digitized/disposed:				
a. Percentage of records digitized	100%	70%	+30%	Minor Deviation
b. Percentage of records disposed	0%	100%	-100%	Major Deviation

General Service Section:

The General Services Section was able to complete the Field Office renovations of 4th Floor Pag-amoma Building as Operation Center, and improvement of ICTMS Office and PACCDO. Repair/Improvement of HFG existing dormitory, Productivity Center, Admin Building Phase III, Perimeter Fence Phase II, and Guard House, and upgrading of HFG CCTV and Electrical System Phase II. Repair of RRCY perimeter fence phase II and Guard house, renovations of RRCY existing buildings (cottage, bodega, Mess Hall & Admin Office), and upgrading of RRCY Electrical System Phase II, water system and CCTV. General Services ensure roadworthiness of 5 existing government vehicles that were properly maintained by the Field Office.

The 1st FO Caraga's building was constructed in 1998. The building is already 22 years old and it needs necessary and major repairs but due to the limited budget for repair and maintenance of buildings, only simple and minor repairs were done.

A. Records Management Section:

The Records Management Section was able to complete the Digitization Program which was contracted with Caraga State University (CSU). Also, two (2) batches of Orientation on Digitization System for Document Custodian and Program Handlers were conducted last October and December 2020.

The Records simplify and eliminate paper works, program the records life cycle and ensure improved quality of information, aid management in its fundamental responsibilities. Thus, the Section introduced a new project called “Digitization” launched last June 10, 2020. Digitization is the process of converting information into a digital format. The physical documents that are stored in the cabinet, file in a folder were scanned converted into digital form. This digitized data will be easier to preserve, access, and share using the online facility.

The digitization program already launched two activities as an orientation to the end-users which are the Document Custodian of the Section and Program Handlers last October and December 2020. But for the meantime records unit is still using the Data Tracking System or DTS which is somehow similar to the Digitization.

During this pandemic, the records section has encountered major challenges. Among this 30% variance from the target of all the incoming documents from Central Office, LGUs, NGAs, and other offices. The non-conduct of Records Disposal was due to the non-approval of the request for records disposal from the National Archives of the Philippines (NAP).

B. Property and Supply Section:

The Property and Supply Section was able to conduct physical inventory on PPE and semi-expendables in the Regional Office, Cluster/Satellite Offices and Centers. The Section submitted reportorial requirements to COA such as Report on Physical Count of Inventories and Report on Physical Count on Property, Plant and Equipment (RPCPPE), said reports were properly reconciled with the Accounting Section. In terms of Technical Assistance Provision, the section conducted an online orientation on the AO No. 6, series of 2017 or the Comprehensive Guidelines on the Management of DSWD Properties for the newly hired staff of DSWD.

The DSWD Field Office Caraga located in Capitol Site, Butuan City is utilizing the lot owned by the Provincial Government of Agusan del Norte through a contract of lease for 50 years (October 15, 2003 to October 15, 2053) with a lot area of 2,016 square meters. However, the Office has received a notice from the PLGU regarding the change in rental fee from Php 1.00 per year to Php 30.00 per sqm/month. Anent this, additional funding is required to cover the cost of the rental fee.

The RRCY located in Patin-ay, Prosperidad, Agusan del Sur is utilizing the lot donated by the Provincial Government of Agusan del Sur with lot area of 17,437 square meters however, a parcel of land not part of the donated low was consumed by RRCY thus requires a request for conveyance. The documents for the request of conveyance of a portion of RRCY lot were already submitted to Land Management Bureau (LMB) Manila for review and endorsement to DENR.

Financial Performance: (Current Allotment FY 2020)

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
General Management and Supervision	6,690,199.00	6,591,458.65	4,700,966.12	98.52%	97.22%

OVERALL ASSESSMENT:

Overall, the Admin Division was able to meet its deliverables in CY 2020. However, the non-conduct of Records Disposal was hampered due to the non-approval of request from the National Archives of the Philippines (NAP) because of the Covid19 Pandemic.

Despite the pandemic risks, travel restrictions, slow internet connections, and other problems encountered now and then, the Administrative staff still manages to prioritize all the targets for the year. Embracing the challenges as they say.

RECOMMENDATION:

The Field Office is requesting Central Office to allocate funds for Capital Outlay for the major repair of buildings and vehicles.

Prepared By:

Reviewed by:

JERARD T. MATILDO

Statistician I

GLEZZA TAMBABA-TY

PO III / Head, PDPS

Noted by:

Approved by:

ALDIE MAE A. ANDOY

SWO IV / OIC Chief, PPD

RAMEL F. JAMEN

OIC - Regional Director

OVERALL ASSESSMENT:

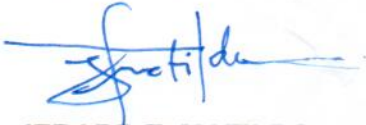
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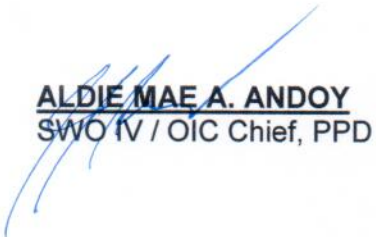
JERARD T. MATILDO
Statistician I

Reviewed by:



GLEZZA TAMBABA-TY
PO III / Head, PDPS

Noted by:



ALDIE MAE A. ANDOY
SWO IV / OIC Chief, PPD

Approved by:



RAMEL F. JAMEN
OIC - Regional Director