

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
Field Office Caraga
SEMESTRAL NARRATIVE ASSESSMENT REPORT
1st Semester CY 2021

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 are expected to contribute to the achievement of the country 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 are expected to contribute to the sectoral and societal goals of the Philippines through achievement of the Department's Organizational Outcomes (OOs). These OOs are focused on bringing changes in the clients' lives or behaviour 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.

With the advent of the COVID-19 pandemic, the Department's existing strategies for 2020 to 2022 were adversely affected. In response to this, the Department recalibrated the existing target and deliverables and adopted the SULONG Recovery Plan 2021-2022 in consideration of the current pandemic context, which intends to respond to the pandemic as well as prepare the Department for the full implementation of Mandanas Ruling. The Plan serves as an interim strategy and a building block for the strategy that was originally designed. The Plan will also operate amidst both pandemic and within the Mandanas Ruling in place.

Through Harmonized Planning, Monitoring and Evaluation System (HPMES), the Department established the HPMES as a reporting system to record and report the performance of the Department related to the fulfillment of the organizational and foundational outcomes identified in the DSWD Strategic Plan and SULONG Recovery Plan, accounting for both physical and financial targets and accomplishments, and to document good practices and lessons learned from program and project implementation towards improving plans and organizational outcomes.

Hence, this narrative assessment report captures the CY 2021 1st Semester accomplishments of DSWD Field Office Caraga 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. The Program is being implemented in six (6) cities and 67 municipalities in five (5) provinces, with a total of 188,921 registered/active household beneficiaries as of May 31, 2021. Of the total number of active households, 173,310 are covered by the Regular Conditional Cash Transfer (CCT) program while 15,611 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).

The household beneficiaries of the program are being sourced from the Listahanan, or *Listahan ng mga Sambahayang Nangangailangan* (List of Households "in Need"). Listahanan serves as the national household targeting system (NHTS) for poverty reduction programs in the Philippines. In order to be eligible for 4Ps, the household should be among those identified by Listahanan as poor and with a pregnant household member and/or with children 0-18 years old.

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	194,724 ^{a/}	189,278	+5,446 or +2.88%	Minor Deviation
Percentage of grievances resolved within established time protocol	95.63%	91.00%	+4.63%	Minor Deviation

^{a/} Total unduplicated households funded with conditional cash grants based on payroll.

Number of Pantawid households provided with conditional cash grants exceeded the target. From January to June 2021 (Period 6 FY 2020 to P2 FY 2021), the Pantawid Pamilya were able to serve 194,724 households or 102.88% from a total target of 189,278 households and achieved more than the physical target for this semester. Out of the 194,724 households funded with conditional cash grants, 178,741 or 91.8%% are regular CCT beneficiaries while the 15,983 or 8.2 % are Modified CCT Beneficiaries.

95.63% of cumulative total complaints were resolved within established time protocol. GRS keeps a record of the complaints received by the program through various modes such as calls, grievance forms, social networking sites, and electronic mail. A cumulative total of 52,599 program-related grievances were resolved and recorded. Of that, 50,299 or 95.63% were resolved within established time protocol. The percentage of accomplishment is more than the target of 91%. As such, it shows that the program is efficient in redressing program-related grievances.

Outcome-Level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage compliance of Pantawid Pamilya households on school enrolment of children	98.09%	95.00%	+3.09%	On Track
Percentage compliance of Pantawid Pamilya households on availment of health services	99.41%	95.00%	+4.41%	On Track

High compliance rate of household beneficiaries to program condition on health and education. 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. Among the program conditionalities, the compliance rate on availing key health services was recorded at 99.41%. 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 0.59% 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. While for

Financial Performance (Exclusive of Grants): Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Pantawid Pamilyang Pilipino Program	268,982,854.00	159,928,424.63	139,209,627.12	59.5%	87.0%

Grants Released:

Program/Activity/Project	Amount Funded	Amount Paid	Utilization Rate (%)
Regular CCT	2,170,692,400.00	2,124,804,000.00	97.89%
Modified CCT	178,822,700.00	178,271,800.00	99.69%
TOTAL	2,349,515,100.00	2,303,075,800.00	98.02%

From Period 6 of FY 2020 to Period 2 of FY 2021, the total amount of cash grants funded to eligible and compliant 4Ps households beneficiaries is Php 2,349,515,100.00. Of this funded amount, 2,170,692,400.00 is for Regular CCT and Php 178,822,700.00 is for Modified CCT. As to utilization, only 98.02% of the funded amount was paid to beneficiaries since some unpaid beneficiaries haven't yet received their cash cards, and some have filed card replacements.

OVERALL ASSESSMENT:

The Pantawid Pamilyang Pilipino Program has generally performed well in the first half of the year 2021. Despite the economic and health crisis, the program has maintained its dedication to serve and deliver the services that were due for its beneficiaries. The success of the program also recognizes the commitment of partner-beneficiaries to perform the conditions of the program. The partnership with National-line Agencies, Civil Society Organizations, Local Government Units, and other stakeholders play a significant role in the realization of the goals of the program.

RECOMMENDATION:

In order to sustain the success of the program, the following recommendations are encouraged, to wit:

- Continuously monitor households and their compliance to the program conditions;
- Timely provision of cash grants;
- Conduct activities as planned and schedule; and
- Maintain strengthened 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
No. of Participants assisted to Sustainable Livelihood Program				
a) No. of households who received Seed Capital Fund and trained (Served through SLP Regular, Referrals, and EPAHP)	0	0	-	-
b) Total Number of SLP households who received Employment Assistance Fund modality (Served through SLP Regular, Referrals, and EPAHP)	0	0	-	-
c) Total number of participants provided with Livelihood Assistance Grants (served through LAG)	2,433	4,601	-2,168 or -47.12%	On track
d) d. Number of participants served through EO 70 implementation (served through LAG Former Rebels and participants in Conflict Vulnerable Areas)	0	600	-	-
Number of participants who received complementary livelihood recovery services from partners	0	0	-	-

Outcome-Level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of SLP Participants involved in microenterprise	100% (2,433/2,433)	NT	-	-
Percentage of SLP participants employed	0%	NT	-	-

For CY 2021, The Sustainable Livelihood Program continues to implement the Social Amelioration Program - Livelihood Assistance Grant (LAG) to assist in the recovery of the livelihoods of the affected poor households during COVID-19 pandemic. A total of 4, 061 potential beneficiaries are targeted by the Field Office to be served thru LAG and a total of 600 target former rebels, and 93 conflict-vulnerable areas. A total of 29 municipalities are targeted to serve this CY 2021. Of that, 14 municipalities have submitted Livelihood Recovery Project Proposal. 12 municipalities have also been conducted with LAG validation and 13 municipalities have received livelihood assistance for the 2nd quarter. As of 1st semester, the total number of participants provided with Livelihood Assistance Grants is 2,433 out of 4,601 target beneficiaries for 2021. Out of the 2,433 participants provided with Livelihood Assistance Grants (LAG), all participants were equipped to engaged in a Microenterprise.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Sustainable Livelihood Program	172,617,682.00	107,513,969.49	54,878,206.48	62.3%	51.0%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Sustainable Livelihood Program	54,584,882.00	54,584,882.00	54,416,840.00	100.0%	99.69%

OVERALL ASSESSMENT:

Through SLP, the DSWD Field Office Caraga has managed to withstand the difficulties attained due to the COVID 19 pandemic. Livelihoods were significantly affected especially those operated by the poor and informal sector. Hence, the government initiated recovery programs such as provision of livelihood assistance grants to poor households with a halted livelihood to help them recover and rehabilitate their livelihoods.

The SLP in Caraga has managed to deliver its regular program as it was already frontloaded from the previous year. Despite the hindrances like transportation constraints and prohibition of mass gathering, the SLP has completed 21 SLP projects out of 57 around the region, provided FRs and CVAs with assistance in the facilitation of their livelihood proposals, and delivered livelihood grants to 2,433 identified poor households with existing livelihood affected with the COVID-19 pandemic for CY 2021 target. The SLP FO Caraga has also served 2,884 beneficiaries with livelihood assistance for the 2020 target, 1,891 individuals for Internally-Displaced Persons, 35 individual referrals, and 17 group referrals (496 pax). The Field Office is still actively participating and coordinating with the LGUs who are a recipient of the livelihood grants and monitoring them for the next consecutive quarters

RECOMMENDATION:

The SLP is looking forward to the ongoing proposal discussed in the national government about the additional budget for the LAG implementation requested from the fund coming from referrals (Office of the President). The identified municipalities also for the implementation of the Livelihood Settlement Grant. Hopefully, the implementation will be smooth sailing, and thus this will aid the community in coping up during this current situation. Also, extending the given implementation timetable in order to meet the deadline. In implementing the unfinished projects, it is recommended that NPMO should consider the workforce needed to implement and monitor the SLP implemented projects and the proposed mainstreaming in connection to the Mandanas Ruling.

III. KALAHY 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 fund for priority social infrastructure sub-projects of communities that help reduce poverty and improves sustainability.

The KALAHY-CIDSS Program has been responsive to the present crisis by complementing the efforts of the government in addressing the socio-economic effects of the COVID-19 pandemic, thru the adoption of the Disaster Response Operations Modality (DROM) in the different program modalities (i.e. IP-CDD and NCDDP). Given its nature to work closely with the people in the vulnerable communities, the program secures the ability and operational advantage to ensure that in the disaster response efforts, the needs of the people are actually provided and addressed.

Through the modified or accelerated Community Empowerment Activity Cycle (CEAC), the program is exhorted to provide immediate interventions to address the pandemic-induced needs of the engaged communities while ensuring their participation and involvement in the process, from situational assessment and needs identification to subproject proposal development and implementation – all of which are inherent in the CDD approach of the program.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENTS:

A. KALAHY CIDSS – Additional Funding

Output-Level Indicator(s)

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of communities implementing KC-NCDDP				
a. Region	1	1	0	On Track
b. Province	4	4	0	On Track
c. Municipality	15	15	0	On Track
d. Barangay	173	173	0	On Track
Number of KC-NCDDP-AF sub-projects completed in accordance with technical plans and schedule	0	173	-173	On Track
Number of households that benefitted from completed KC-NCDDP-AF sub-projects or Households benefitting from sub-projects	0	34,600	-34,600	On Track

Percentage of Pantawid Pamilya community members employed in KC-NCDDP-AF sub-projects	0%	25%	-25%	On Track
Total no. of volunteers trained on CDD	0	20,352	-20,352	On Track
Percentage of women volunteers trained on CDD	0%	50%	-50%	On Track
Percentage of paid labor jobs created by KC-NCDDP projects are accessed by women	0%	35%	-35%	On Track
Number of family beneficiaries served through Balik Probinsya Bagong Pag-asa Program	1	644	-644	On Track
Number of conflict vulnerable areas (CVAs) provided with disaster response services	43	43	-43	On Track

KC-NCDDP Additional Funding covers 15 Municipalities having 172 Barangays as of 1st Semester. As of 1st Semester, the concurrence for the issuance of Notice to Proceed is already issued for the region's fifteen (15) municipalities, classified as Group 1 areas. Consistent with the Milestone Oriented Plan, social preparation activities shall commence in the later weeks of July 2021 to formalize the engagement to these areas. Priorly, deployed ACT members have already gathered relevant data through the Social Investigation and Profiling activities, necessary for the actual entry steps.

For Group 2 areas (consisting of 40 municipalities), there is ongoing facilitation on the submission of enrollment documents from the target LGUs and the hiring of ACT members assigned to these municipalities.

Also, LGU forums were conducted to both group areas to initially inform the local officials on the general overview of the program, the required Local Counterpart contribution (particularly the provision of MCT members), and the adjustment of community grants.

B. KALAHI CIDSS – KKB

Six (6) municipalities from the different congressional districts receive KKB funding under 2021 budget year. Of the seven (7) target subprojects, one (1) is physically completed, one (1) is on-going, and five (5) are not yet started. These subprojects fall under the Covid-19 response SPs. The completed Collapsible Tent for Quarantine Facility SP in Tagbina, SDS is ought to benefit the 1,559 households.

The implementation of KKB subprojects is distributed according to their budget years. KKB 2020 covers two (2) municipalities with three (3) target infrastructure subprojects which include Construction of Brgy. Roads and School Building. Two (2) SPs are on-going (1 is expected to be completed on the 1st week of July 2021), and one (1) is not yet started. The encumbered implementation of the SP with NYS status was due to the procurement-related issues encountered approaching the CMI stage.

Outputs	Project	Accomplishment	Target	Variance
Communities engaged (in barangays)	KKB 2020	2	2	0
	KKB 2021	7	7	0

Outputs	Project	Accomplishment	Target	Variance
Subprojects completed	KKB 2020	0	3	-100%
	KKB 2021	1	7	-85.7%
SP Household Beneficiaries	KKB 2020	0	1,017	-100%
	KKB 2021	1,559	8,857	-82.4%

Noteworthy, the subproject implementation for these SPs is still on-track since the target for completion is August 2021.

All registered grievances satisfactorily resolved. The installation of GRS allowed the program to be fully responsive on addressing various issues that arise. In 1st Semester, , 59 grievances were registered to the GRS database. These grievances have 100% resolution status and were addressed according to the required timeframe for resolution. The satisfaction rate is also registered high at 95%. The reported grievances include those related to procurement, salary of the SP workers, sub-project implementation, KC program processes, LGU Participation and administrative-related issues.

Financial Performance: Current Appropriation – FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
KALAH-CIDSS-KKB	9,236,470.72	3,602,466.72	303,544.98	39.0%	8.43%

Financial Performance: Continuing Appropriation – FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
KALAH-CIDSS-KKB	20,250,609.35	20,250,609.35	17,792,917.09	100.0%	87.86%

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 remain 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 implementations. 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 fund 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.

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 documents 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 continuing 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, and individuals and families in crisis.

The Department continues to provide residential care services to 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	78	155	-77 or -49.68%	On-track
a. RRCY	49	94	-45 or -47.87%	On-track
b. HFG	29	61	-32 or -52.45%	On-track

The residential care facilities in DSWD Field Office Caraga was able to serve a total of 78 clients throughout 1st Semester of 2021. Out of the total clients served, 49 clients or 62.8%, were served through Regional Rehabilitation Center for Youth (RRCY), while the Home for Girls (HFG) has served a total of 29 clients or 37.2%. The Field Office Caraga aims to serve a total of 155 clients by the end of the year. However, the implementation has been adversely affected by the COVID-19 pandemic. Government restrictions were a major factor that caused a delay of services in which some LSWDOs cannot immediately refer the clients to Residential Care Facilities.

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage clients in residential and non-residential care facilities rehabilitated	59.0%	30.0%	+29%	Minor Deviation

Percentage of clients rehabilitated in residential care facilities exceeded the target. Out of the 78 clients served in residential care facilities, there were 46 clients who were assessed as rehabilitated. Of which, 33 were from RRCY, and 13 were from HFG. Hence, it resulted in a 59.0% percentage of accomplishment in the outcome indicator.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Provision of Services to Centers and Institutions	48,165,424.00	27,675,571.69	14,877,386.16	57.5%	53.8%
a. PS	8,726,000.00	4,026,238.92	3,929,751.50	46.1%	97.6%
b. MOOE	37,307,424.00	21,689,689.58	10,947,104.66	58.1%	50.5%
c. CO	2,132,000.00	1,959,643.19	530.00	91.9%	0.03%

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:

Home for Girls (HFG):

- The delivery of programs and services should be in line with the demand of the situation so that the target of the Department as per mandate will be achieved. All efforts in sustaining the center of excellence should be consistent with the safety standards issued by the government;

Regional Rehabilitation Center for Youth (RRCY):

- Increase the fund allocation for 2022 as it is projected that there will be more CICLs to be referred in the center and the unavailability of Bahay Pag-Asa in the LGUs;\
- Continue the conduct of dialogue to parents and family of relatives to resolve conflicts and continue constant coordination with handling lawyers, courts, and friends of RRCY;
- Sustain the conduct of making follow-up with LSWDOs for the submission of needed documents for the immediate discharge of rehabilitated clients;
- Continuous conduct of dialogue with court and handling lawyer for the immediate suspension of sentence of CICLs;
- Invite members of the five pillars of justice during special activities to discuss issues and concerns;
- Sustain the conduct of quarterly fiduciary and caseload review, semestral PIR, and Semestral Kamustahan sa RRCY;
- Sustain the conduct of monitoring and follow-up of the aftercare services provided by the concerned LGUs to discharged clients;
- Document good practices and develop new innovations.

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 (10 th Cycle Implementation: SY 2020-2021)	72,335	75,791	-3,456 or -4.56%	Minor Deviation

Children provided with supplementary feeding fall behind the target for 10th Cycle Implementation. The 10th Cycle Implementation SY 202-2021 ended last May 31, 2020. The resulted output has a negative minor deviation with a 95.44% accomplishment rate. The Program was able to provide supplementary feeding to the 72,335 children across the region, having a variance of 3,456 children served from the target of 75,791 children. Since some LGUs signified that they experienced difficulties in exploring more children to be served in the Program considering the current situation. The rising number of COVID-19 infections resulted in granular lockdowns in the community, and strict impositions of the health protocols prevented the LGUs from exploring additional beneficiaries.

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of malnourished children in CDCs and SNPs with improved nutritional status				
(10 th Cycle Implementation: SY 2020-2021)				
a. Severely underweight to Underweight	TBD	20%	-	-
b. Underweight to Normal	TBD	80%	-	-
c. Overweight to Normal	TBD	NT	-	-

The collection of the 10th cycle implementation after 120 days Nutritional Status reports from the LGUs has yet to be completed. There are still 15 LGUs who have not yet submitted the reports. The cause of delay in the submission of reports from the LGUs was due to the rising number of COVID-10 infections in Caraga in which it unable the LGUs to continue the conduct of weighing of the children. The national declaration of MECQ for Butuan City and Agusan del

Sur, as well as local declaration by the governors of the Province of PDI and Surigao del Sur resulting in the strict imposition of health protocols and granular lockdowns in the communities with COVID surge, added the difficulties in conducting the after 120 days weighing of the children.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Supplementary Feeding Program	146,388,680.00	142,127,439.61	2,435,637.30	97.1%	1.7%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Supplementary Feeding Program	1,927,862.94	1,927,862.94	959,239.00	100.0%	49.8%

OVERALL ASSESSMENT:

The 10th cycle implementation (SY 2020-2021) ended last May 31, 2020. During the entire cycle of implementation, the capacity of the office to execute and manage the program is a great challenge considering the current pandemic. The SFP could not fully operate because of the limited movements and health and safety protocols that need to be strictly followed.

RECOMMENDATIONS:

- For the Bureau 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 Bureau to increase the budget for administrative expenses including office supplies, communication, and van rental as well as increase the traveling allowance to have an efficient and effective implementation of the program;
- For the Bureau to augment budget for additional staff to efficiently and effectively managed the implementation of the program and expand the reach in terms of coverage in monitoring the program.

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, AFPMBAL 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 (1 st Semester)	140,212	170,000	-29,788 or - 17.5%	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	82.5%	100%	-17.5%	Minor Deviation

82.5% of the targeted Social Pension beneficiaries have received their grants. In Caraga Region, there are more than 250,000 reported Senior Citizens, and around 68% of them are "living poor." The program targeted 170,000 qualified senior citizens as beneficiaries of the program. Throughout the 1st Semester, the DSWD Field Office Caraga has a total amount of Php 420,636,000.00 distributed to the 140,212 senior beneficiaries in the region.

Relative to the generation of payroll and schedule of payouts, an on-going validation to the non-validated active beneficiaries across the Caraga Region is also being conducted. The Social Pension Program Management Office (SPPMO) and DSWD workers have been augmented to expedite the validation to active and waitlisted senior citizens in order to reach the given target. However, there are some cities and municipalities that strictly do not allow the DSWD staff to enter their premises to conduct validation and payout due to the restrictions in adherence to standard health protocol to mitigate the effect of the COVID-19 pandemic. Moreover, there were a number of senior citizens who were unable to claim the stipend during payout with the reason such as the authorized representative failed to comply with the

pertaining documents, no available relatives who can claim the stipend on behalf of the beneficiary and some are in out of town.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Pension for Indigent Senior Citizens	1,044,865,000.00	441,866,045.65	435,486,954.40	42.3%	98.6%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Pension for Indigent Senior Citizens	7,491,334.84	7,491,334.84	6,736,400.77	100.0%	89.9%

OVERALL ASSESSMENT:

The COVID-19 pandemic has huge effects on the daily lives of most Senior Citizens from the last year 2020 up to the present. Widespread lockdown and preventative measures have isolated Senior Citizens and had limited access to physical and mental healthcare. Due to this, a number of beneficiaries were unable to claim their stipend during the last year's 2020 pay-out, which led to the extension of pay-out until this semester. The Pagtugot form with the attached latest medical certificate was used as a means for those Social Pension beneficiaries who were out of town and who were unable to go back home due to lockdown. Despite the pandemic, the Social Pension pay-out for this year 2021 first semester continues through the active participation of our partner LGUs following their health safety protocol guidelines. Also, the continuous conduct of validation of the unserved (Waitlisted) Senior Citizens minimizes the error of inclusion.

RECOMMENDATIONS:

- The SPPMO will continue to conduct the following activities;
 - ✓ Completion of validation for the remaining 7, 125 active and waitlisted SCs.
 - ✓ Continuous updating and generation of payroll for 2nd semester pay-out.
 - ✓ Conduct of regular meeting for SPPMO staff.
 - ✓ Continuous validation and spot checking of Social Pension beneficiaries.
 - ✓ Attendance to meetings, consultation dialogue and forum.
- It is recommended that the SPPMO staff should religiously follow the health safety protocols. And for the management to continue the provision of facemask and vitamins. This is to prevent the spread of coronavirus and to boost the immune system since our beneficiaries are all senior citizens.

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 OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s)

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Number of centenarians provided with cash gift	18	20	-2 or -10%	On track

In the 1st Semester, a total of 18 Centenarians out of 20 target beneficiaries for the year were provided with cash gifts amounting to Php 1,800,000.00 and registered a 90.00% accomplishment rate. The annual target for 2021 is expected to achieve by the end of July 2021. Also, there are 13 more applications that are going to be processed and to be paid for the 2nd Semester of FY 2021. Out of 13, 10 applicants have already submitted complete documents and were waiting for the their 100th birthday and schedule of payout. The other three (3) applicants are expected to submit their lacking requirements this July 2021. Given that, it is deemed necessary for the program to seek an additional budget for cash gifts of not less than Php 1,100,000.00 to cover up additional grants for the 2nd Semester of 2021.

Financial Performance: Current Appropriation FY - 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligation	Disbursement
Implementation of RA No. 10868 or the Centenarian Act of 2016	2,232,764.71	2,032,764.71	1,851,062.06	91.0%	91.1%

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	88,535	ANA	-	-

Number of beneficiaries served through AICS drastically increased. Assistance to Individuals in Crisis Situation (AICS) was provided to 88,535 clients in the 1st Semester of 2021 or a 360% increase from 19,233 clients in the 1st Semester of 2020. The served 88,535 beneficiaries comprised the clientele category of children, family heads and other needy adults (FHONA) senior citizens, persons with disabilities, pregnant women, cancer patients, persons living with HIV (PLHIVs), women in difficult situations, children and youth needing special protection, trafficked persons and even Returning Overseas Filipinos or ROFs in distress. The vast increase is mainly attributed to the provision of cash and food assistance to the affected families of TD Vicky and TS Auring.

Outcome-level Indicator(s):

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

AICS achieved a high satisfaction rating with respect to protective services provided to clients. Based on the outcome indicator, 100% of the clients who answered the satisfaction survey have rated the services provided with a “very satisfactory and satisfactory” rating. Thus, all clients were very satisfied with the services extended to them.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
AICS	454,881,601.08	235,263,654.05	202,509,462.09	51.7%	86.1%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
AICS	258,264,753.32	258,264,753.32	252,200,821.30	100.0%	97.7%

OVERALL ASSESSMENT:

The AICS is one of the Department's frontline services, especially in this pandemic wherein many people were greatly significantly affected. Also, some staff from the section were even infected with COVID-19. However, strategies were implemented to cope with the crisis, hence targets were accomplished within the prescribed timeline.

RECOMMENDATIONS:

ISSUES/ CONCERNS	ACTIONS TAKEN	RECOMMENDATIONS
Congested office space of the CIS in the Field Office and Satellite Office and limited space to accommodate CIS clients	DSWD lobby area is currently used as serving area to comply Social Distancing policy to prevent the spread of COVID19.	CO to consider allocating funds for the office rental or for the improvement of CIS office
Difficulty of using the CRIMS as there is delay on the encoding and updating of data	CIS is currently using FO initiated Crisis Intervention Section Caraga Encoding Systems (CIS CarES) in encoding and updating. CRIMS to verify the duplicity of assistance from one region to another.	CO ICTMB is requested to provide re-orientation / coaching regarding the CRIMS
Social Workers are overloaded with pending social case study reports because most of the clients have huge hospital bill due to high-risk illness and other COVID related cases.	-Still following the guidelines -Social Workers are using their weekend in preparing SCSRs to cope the prescribed timeline	CO to revised the MC 24/ AICS Guidelines that the amount of assistance needing Social Case Study Report should be changed from 5,000 to 20,000 and above.
Maximum outright cash of 10,000 is only minimal especially if the client is a cancer patient whose medicines are not available in the local pharmacies	Referral to other agencies	CO to revised the MC 11 AICS Guidelines to increase the maximum outright cash assistance from 10,000 to 25,000
Lack of "Nurse" staff to read the doctor's prescription	Mobilize one (1) SWA who is a nurse by profession to help the Social Workers in reading the prescriptions.	CO to create at least five (5) Nurse position to help the Social Worker in translating the doctor's diagnosis and its prescription

The assessment of the Social Worker in determining the amount of assistance is most often not followed because of political interference.	FO has set a bracket approved by RD but other legislators insisted to provide maximum assistance.	CO to help the FO to lobby to the legislators that they should adhere to the guideline set by the department specifically on the provision of assistance based on the assessment of the Social Worker.
Most of the CIS staff are MOAs and with no allowances, bonus and as well as no security of tenure. However, most of them especially Social Workers are on the forefront to serve our clients and very at risk to expose to various illness especially COVID19.		<ul style="list-style-type: none"> - Provision of hazard pay and other benefits to staff -CO to create Contractual and Regular position, if possible, to ensure security of tenure among CIS staff.
Fund allocation of some congressional districts has already been exhausted due to huge number of referrals	Informed regularly to Congressional Offices of the status of funding for their references.	CO to push for the additional budget in order to replenish the regular fund of the FO.
No capital outlay allocated for CIS hence it limits to purchase equipment which is above Php 15,000 pesos for air-condition units, desktop computers and others needed in CIS- FO and Satellite Office.	Borrowed units from other Divisions. Utilize these with existing units/programs with computers or IT equipments to purchase needed equipments	CO to allocate funds for capital outlay especially for IT and office equipment with high price value above 15K.
Most of the staff are already anxious of the upcoming DEVOLUTION.	Orientation during CIS meeting was done	CO to provide update regarding the devolution/ Mandanas Ruling since CIS staff are anxious and for them to be prepared emotionally and psychologically
No authority to hire for Social Workers to be assigned in Malasakit Centers of Siargao Medical Center in Siargao and Adela Serra Ty Hospital in Tandag, Surigao del Sur.	Deploying a staff from the Field office and Satellite Office to represent in the malasakit centers.	<ul style="list-style-type: none"> - Approval of fund request for the salary of the 6 Social Workers to be assigned in Malasakit Center; - Provide Authority to Hire for the said staff the soonest.

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				
a. Children Placed Out for Domestic Adoption Issued with CDCCLAA	4	15	-11 or -73.33%	Major Deviation
b. Number of Children Placed Out for Domestic Adoption Issued with PAPA/ACA	2	12	-10 or -83.33%	Major Deviation
c. Children Placed Out for Foster Care	67	62	+5 or +8.06%	Minor Deviation
d. Children Endorsed for Inter-country Adoption	1	1	0	Full target achieved

For the 1st semester, the ARRU has served 209 adoption cases, of which 4 cases are new, and 205 are carried over from the previous quarter. A total of 86 are male and 123 are female. Based on clientele category, there are 140 surrendered children, 38 are abandoned, 12 are foundling, five (5) are neglected, and four (4) are dependent children. These children are under the care and custody of their adoptive parents and prospective adopted parents. Also, some of these cases are already issued with new birth certificates and subject to closure, with ongoing court hearings, while others are still for declaration as legally available for adoption.

On the other hand, 67 foster children were served for this reporting period, of which 39 are female and 28 are male. Of the 67 children, a total of 5 children are newly admitted and are now under the foster care of a licensed foster family. Also, 3 out of 67 children were discharged from foster care following favorable assessment on the family reintegration of the children.

Also, some foster children were discharged and transferred to adoption cases following the issuance of Certification Declaring a Child Legally Available for Adoption.

Throughout this semester, there was difficulty in developing regular adoptive and foster parents due to the non-availability of applicants or the prevalent practice of direct entrustment. Also, the Modified Enhance Community Quarantine (MECQ) in the Region contributed to the limited movement of staff to conduct home visits and assessments to the applicants. Hence, various strategies were implemented, such as online interviews or online adoption and foster care forum, to achieve the targets.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Alternative Family Care Program (Adoption)	10,975,569.40	4,374,536.53	3,479,910.68	39.9%	79.5%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Alternative Family Care Program (Adoption)	20,760.00	20,760.00	10,760.00	100.0%	51.8%

OVERALL ASSESSMENT:

The Field Office, through the ARRU, has complied with its mandate in providing alternative family care to surrendered, neglected, and abandoned children. Foundling or voluntarily surrendered children were placed out under foster care or facilitated for issuance of CDCLAA in order to facilitate permanent placement. Meanwhile, the provision of foster care subsidy was continuously provided to foster children. However, based on OPC target accomplishment, the FO still has a long way to go in order to complete the targets. Likewise, the same challenge with fund utilization is faced due to the implementation of MECQ, which hinders the establishment from accommodating venues for conferences or training.

RECOMMENDATION:

The implementation of the Alternative Family Care Program has a primordial role in providing alternative family to surrendered, abandoned or abused children given its implementation, children are placed either through foster care or adoption and provided with love/care, which they truly deserved. Nonetheless, challenges are inevitable due to the individual nature of the case and unexpected circumstances such as the declaration of lockdown in some areas due to the COVID-19 pandemic. Hence, the hiring of additional social workers assigned in the provinces is made to address this concern. Aside, utilization of social media platform and online activities were done to conduct the identified activities continuously.

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 its 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	27	100	-73 or -73%	Major Deviation

Number of minors who traveled abroad declined. For the first semester of 2021, there were 84 inquiries facilitated by the MTA Unit. Out of these numbers, only 27 minors had been issued with travel clearances since others are still complying the requirements, while some did not return to the office anymore to pursue their application. Of these 27 minors, 17 are new applicants, while 10 are subsequent travels. These new applicants and subsequent travels are those minors who join and visit their parent/s abroad. Compared to the 1st Semester of 2020, the number of minors issued with travel clearance declined by 57% from 67 Minors. The decline is mainly due to the effect of the 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 (MTA)	100%	100%	0%	Full target achieved

MTA achieved a high satisfaction rating with respect to protective services provided to clients. Of the 84 inquiries and 27 applicants, 45 answered the Client Satisfaction Survey (CSS) since the other ones declined upon the request of the staff as the client does not have enough time to do it and has some other appointments to catch up. Out of 45 who answered the CSS, 41 of them are very satisfied with the quality service provided to them, while four (4) are satisfied. Customer Satisfaction Survey has positive outcomes.

OVERALL ASSESSMENT:

Like in the previous semesters, there is smooth implementation of Minors Travelling Abroad (MTA). Everything went well despite the threat to health due to CoVid-19. Further, there are no issues or complaints encountered in MTA processing. Though, once in a while there were some not so good reactions in the part of the applicants in terms of the required documents but eventually settled after thorough explanation/discussion for enlightenment.

RECOMMENDATION:

In consideration to strengthen the operational services of the Minors Travelling Abroad, Central Office to allocate budget for MTA Services purposely for supplies/materials and in the conduct of advocacy activities/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)				
a. UCT Listahanan	30,037	140,000	-109,653 or -78.3%	Major Deviation
b. UCT Social Pension	72,686	79,834	-7,148 or -8.95%	Minor Deviation
c. UCT Pantawid	187,179	187,179	0	Full target achieved
Number of beneficiaries served (FY 2020 Grants)				
a. UCT Listahanan	4,031	168,000	-163,969 or -97.6%	Major Deviation
b. UCT Social Pension	789	79,834	-79,045 or -99.0%	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 has been released through cash cards together with UCT-Social Pension and UCT-Pantawid Pamilya. Releasing of cash cards to listahanan and social pension beneficiaries are still on-going.

Last February, payouts for the remaining 7 municipalities for the UCT-SocPen beneficiaries resumed but due to declaration of public health emergency caused about by COVID-19 pandemic, several schedules were suspended and were moved subsequently.

This semester, only the 7 municipalities UCT-Socpen beneficiaries received their grants through over-the-counter (OTC) and through cash cards. As of the moment, there is an on-going negotiation and coordination between RPMO and LGUs in conducting cash card distribution for the implementation of cash card distribution activity amidst pandemic. This cash cards distribution is set to finish by the end of the 2nd Semester.

UNCONDITIONAL CASH TRANSFER VALIDATION			
Province	Target Beneficiary	Collected Forms	Percentage
Agusan del Norte	15,038	15,038	100%
Agusan del Sur	16,829	16,829	100%
Dinagat Islands	1,759	1,759	100%
Surigao del Norte	8,369	8,369	100%
Surigao del Sur	14,132	14,132	100%
TOTAL	56,127	56,127	100%

The UCT validation started on the 20th of November 2020 with 2016 validators for 56,127 beneficiaries. Beneficiaries that needs to be validated consist with the following figures: 20,731 from the old target beneficiaries, 24,487 from the additional beneficiaries (poor) and 11,027 (near poor) beneficiaries. During this semester FO Caraga were able to validate and verify the total targeted beneficiaries (100%), Verified data was sent to NPMO for endorsement to LBP.

Financial Performance: Continuing Appropriation - FY 2020 *(Exclusive of grants)*

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				<i>Obligations</i>	<i>Disbursement</i>
Tax Reform Cash Transfer Project	8,309,968.76	3,068,834.82	2,481,141.49	65.3%	45.8%

Remaining unobligated balances of 2020 Continuing Fund is comprised of the newly approved budget request for travelling expenses, labor and wages for notification activity, office supplies expenses and for representation expenses. Bulk of the additional allocation is to be utilized for 2nd Semester activities. Additional fund was received on June resulting to increase of received allotments.

OVERALL ASSESSMENT:

Field Office Caraga is generally on-track in relation to project implementation schedule. With budgetary allocation already received by the FO from the NPMO, it can now proceed with necessary preparations for the cash carding and cash card distribution in second semester. Beneficiary data required for cash carding were already endorsed to LBP through the NPMO and is awaiting for the availability of the cash cards to its corresponding servicing bank for distribution.

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-RPMO use for LBP cash card distribution tagging.

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 provides an important mandates for the Department of Social Welfare and Development to implement rehabilitative and protective programs for trafficked persons.

Recovery and Reintegration Program for Trafficked Persons is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the clients' psychosocial, social and economic needs. It also enhances the awareness, skills, and capabilities of the clients, the families, and the communities where the trafficked persons will eventually be reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members from becoming 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	48	65	-17 or -26.15%	On track

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 trafficked persons increased in 1st Semester of 2021. The Field Office has served 48 old and new cases for the 1st semester, which exhibits an increase of 45.45% from 33 cases served in the 1st Semester of 2020. Out of the newly served cases, 28 are female and 20 male consisting of 32 adults and 16 minors. All these cases are from the Caraga region. The percentage of trafficked persons reintegrated into their families has a variance of 5% since the program accomplished 100% in which all cases have been served. Victim-survivors who were referred by other FO counterparts were provided with psychosocial counseling/education, food assistance through hot meals. Rescued victim-survivors were also provided with psychosocial counseling/education, food assistance through hot meals, and hygiene kits upon rescue operations.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Recovery and Reintegration Program For Traffick Persons (RRPTP)	2,111,721.00	987,136.58	497,891.42	46.7%	50.4%

OVERALL ASSESSMENT:

It is but distressing that the pandemic continues to cause disorder which tremendously affected almost everyone's life. Although the government tried its best to mitigate its effects, especially the pressing issue of economic crises, these survivors risked their lives going outside their community just for their income.

Likewise, it is understandable that some of the LGUs are burdened not only in responding to the effects of this pandemic. Hence, facilitation of attachments/documents necessary to the provision of services to TIP victim-survivors was not prioritized which interventions from RRPTP are not promptly provided.

Nonetheless, RRPTP social workers, despite the Cost Of Service status continuously collaborating with our partner agencies like police authorities in the conduct of rescue operations which successfully saved women allegedly engaging in prostitution/sexual exploitation. They are likewise directed to testify before the court on the cases filed against the perpetrator. These rescue operations stemmed from a strong partnership with the police authorities, local government unit, and NGOs who has been actively fighting to end this kind of horrendous act.

Moreover, to effectively manage the case home visitations, case conferences, and orientation on child-related laws are conducted despite restrictions. 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 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	244	703	-459 or - 65.29%	On track

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) decreased.

Number of served distressed and undocumented Overseas Filipinos (OFs) decreased. In 1st Semester of 2021, there were a total of 244 distressed and undocumented Overseas Filipinos (OFs) or 33.3% decrease from 558 served in the 1st Semester of 2020. The current accomplishment is still on track on the annual target of 703 OFs. The office is expected to serve more clients in the 2nd semester which will probably be added on the accomplishment. Also, it is important to note that the influx of repatriated Overseas Filipinos is mainly due to COVID-19 Pandemic.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Services to Distressed Overseas Filipinos (ISSO)	429,816.00	429,796.00	195,397.99	100.0%	45.5%

OVERALL ASSESSMENT:

The COVID-19 pandemic is a significant factor in the influx number of repatriated Overseas Filipino Workers this year. A lot of OFWs lost their job due to their employers' early termination of their contract as being also affected of 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 a huge number of clients coming into the office, walk-in and referred seeking for social services. However, a tremendous number of clients served

already last year, which may have affected the deteriorating number of clients coming in the office this year to avail of financial assistance. Thus, as the 1st semester passes, the office is not yet halfway to our annual target.

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 – Assistance to Individuals in Crisis Situation funds. Upon their repatriation date, these OFWs subsequently underwent protective safety measures then reintegrated into their families and communities.

RECOMMENDATION:

There were issues and concerns that posed a challenge that could affect the efficient and effective functioning of ISSO to wit:

Issues and Concerns	Action Taken	Recommendations
No allocated funds in the office thus, relying only to CIS-AICS funds	The ISSO Social Worker constantly seeks for updates on the availability of funds of CIS-AICS for continuous transactions.	There should be fund allocation designated only for our clients in order to be persistent in provision of financial assistance.
Lack of eligible clients referred by OSS-DASS21	Telling served clients to inform their acquaintances whom they think are also eligible for the financial assistance of the office.	Strengthen the screening of OFWs arriving in the international airports to locate more possible eligible clients.
Some of the referred clients have lacking of valuable contact information such as phone number and/or email address.	Coordination with the Local Government Units where the OFW clients reside.	Complete and coherent contact information must always be provided.
Large number of target clients to serve	Giving more efforts to locate for more eligible clients	There should be considerations if the target is deemed impossible to achieve at the end of 2 nd semester.

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 or known as the Philippine Disaster Risk Reduction and Management Act of 2010, 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:

The Field Office provided resource augmentation to LGUs affected by disasters such as fires and weather disturbances throughout the first semester of 2021. The Severe Tropical Storm (STS) AURING, which impacted all five (5) provinces in the region and displaced thousands of families and persons, was the most prominent weather disturbance that affected the region during first semester. The FO was able to provide further assistance to the afflicted families in the form of family food packs, non-food items, and financial assistance.

In addition, due to the COVID-19 pandemic, the FO continues to provide augmentation assistance to LGUs in the provinces of Agusan del Sur, Surigao Del Sur, Dinagat Islands, and Butuan City who have been affected by the re-imposition of Modified Enhance Community Quarantine (MECQ).

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of DSWD QRT and other stakeholders trained for deployment on disaster response	247	50	+197 or +394%	Major Deviation
Number of LGUs with prepositioned relief goods	-	-	-	Not Applicable

Number of poor households that received cash-for-work for CCAM	17,357	16,000	+1,357 or +8.48%	Minor Deviation
Number of LGUs provided with augmentation on disaster response services	29	ANA	-	Inconclusive
Number of internally displaced households provided with disaster response services	46,243	ANA	-	Inconclusive
Food for Work for Community Works	3,412	ANA	-	Inconclusive
Number of households with damaged houses provided with early recovery services	859	868	-9 or -1.04%	Minor Deviation
Percentage compliance to the mandated stockpile	100%	100%	0%	Full target achieved

247 staff trained on disaster response-related activities. The Program through Disaster Response and Management Division was able to train a total of 247 staff as of for 1st semester which is 197 more than the 50 targetted staff. Of the total trained participants, 89 are male and 158 are female. These activities were attended by DSWD Internal Staff and LGU 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 3 for Field Office Caraga 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 to preposition goods.

Beneficiaries served through RRP-CCAM exceeded the target for 1st Semester. The Field Office Caraga accomplished its 1st Semester target for the 4th year implementation of RRP-CCAM. The FO was able to attain 108.48% serve beneficiaries of the total target despite the pandemic. This accounts to 17,357 beneficiaries served out of 16,000 total target beneficiaries for 1st Semester implementation as indicated in the catch-up plan submitted to the Central Office.

Provided disaster response services to the most vulnerable families in 29 LGUs. A total of 29 LGUs were provided with augmentation on disaster response services which account for 46,243 families. These are the families affected by fire incidents, community quarantine due to COVID-19 pandemic, and weather disturbances. With that, the number of LGUs augmented with disaster response services increased by 32% from 22 LGUs in 1st Semester of 2020. While, the number of internally displaced served beneficiaries decreased by 7% compared to 49,962 beneficiaries in 1st Semester of 2020.

Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of disaster affected households assisted to early-recovery stage (provision of early recovery services in the form of ESA)	98.96%	ANA	-	-

98.96% of disaster affected-households assisted with early recovery services . The FO also implement the early recovery and rehabilitation services for the 1st semester of 2021. The FO was able to distribute the Emergency Shelter Assistance with Cash-for-Work Component to families with damaged houses due to the last year's Tropical Depression VICKY. 859 out of 868 households with validated damaged houses were already provided

with early recovery interventions. The assistance was not distributed to all the target households since some of the LGUs have waived the ESA/CFW implementation considering the low number of target beneficiaries while some beneficiaries are ineligible to receive the financial assistance and some are no longer physically residing in the target municipality.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Disaster Response and Rehabilitation Program	195,526,816.00	92,254,438.58	50,792,685.38	47.2%	55.06%
Quick Response Fund (QRF)	77,894,000.00	65,005,846.57	29,402,070.44	83.5%	45.23%
Implementation and Monitoring of Payapa at Masaganang Pamayanan (PAMANA) Program - Peace and Development Fund	232,351,917.40	169,311,774.99	74,302,937.91	72.9%	43.89%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Disaster Response and Rehabilitation Program	879,365.08	879,365.08	713,001.58	100.0%	81.08%
Quick Response Fund (QRF)	21,074.75	21,074.75	21,074.75	100.0%	100.00%
Implementation and Monitoring of Payapa at Masaganang Pamayanan (PAMANA) Program - Peace and Development Fund	40,389,521.44	40,389,521.44	39,312,954.44	100.0%	97.33%

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 the provision of IDCB and LDI activities to both DSWD Internal Staff and other partner stakeholders. The FO also fulfilled its mandate on the provision of disaster response and early recovery and rehabilitation services to the LGUs affected by various sporadic and disaster incidents. Likewise, the implementation of RRP-CCAM's 1st Semester Target also attained successfully despite the challenges brought by the ongoing COVID-19 pandemic. A total of 108.48% or and equivalent to 17,357 beneficiaries were paid by RRP-CCAM out of the 16,000 target beneficiaries for the 1st semester.

RECOMMENDATION:

With the ongoing COVID-19 pandemic and the imposition of Modified Enhance Community Quarantine in the provinces of Dinagat Islands, Surigao Del Norte, Surigao Del Sur and Agusan Del Sur to mitigate the spread of the virus, implementation of the FO's various DRRM programs was greatly challenged. Some of the FO's targets were adjusted in order to cope with the program implementation. Activities were halted or re-scheduled in order to adhere with the COVID-19 community restriction protocol. Given these challenges, it is recommended that the FO must undertake the following activities to address some of the issues and concerns, to wit:

- Continue the conduct of regular meetings (monthly meetings) to discuss matters regarding the program implementation considering that COVID-19 is still present and community quarantine restrictions may still be declared considering the rise of COVID-19 cases in the region, and
- Conduct regular monitoring and program assessment to check whether the program implementation is still on-track; and
- Conduct technical assistance to the partner LGUs and stakeholders for the efficient and effective implementation of the programs and services.

It is also recommended that the FO should adhere to the standard minimum health protocol for COVID-19 pandemic while implementing the programs and services to the vulnerable and disaster-affected families and communities.

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:

Amidst the COVID-19 pandemic and various government regulations/restrictions, which made it even a greater challenge for the standards Section in the provision of regulatory services will continues to strive to achieve its desired targets despite the adversities encountered. With its output-driven staff and with the continued support of the management, and with the partnership and collaboration of the Local Government Units and partner agencies, the Field Office Caraga, through the Standards Section, continues to provide accomplishments that define its commitment and contribution to the objectives of the agency. Below are the salient accomplishments for the 1st Semester of 2021:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of SWAs and SWDAs registered, licensed and accredited				
a. Registered Private SWAs	4	1	+3 or or +300%	Major Deviation
b. Licensed Private SWAs and Auxiliary SWDAs	4	1	+3 or or +300%	Major Deviation

c. Accredited SWDAs	0	0	-	-
Number of CSO accredited				
a. Implementing Partner CSOs (Validated)	0	0	-	-
b. Beneficiary Partner CSOs Accredited	17	ANA	-	-
Number of service providers accredited				
a. SWMCCs	1	ANA	-	-
b. PMCs	35	7	+28	
c. DCWs(ECCD Services)	35	ANA	-	-
Percentage of SWDAs with RLA certificates issued within 30 working days upon receipt of compliant application	100%	100%	0%	Full target achieved
No. of DSWD CRCF assessed for accreditation (level 1 and 2)	2	2	0	Full target achieved
No. of DSWD CRCF certified for Excellence	1	1	0	Full target achieved

Exceeded the target number of SWDAs for registration and licensing for the 1st Semester of 2021. As part of its regulatory function, the DSWD assess and register applicant SWDAs once the purpose of their organization is determined to be within the purview of SWD then assess their qualifications and authorize them to operate as social welfare agencies (SWAs) or as auxiliary SWDAs. As of 1st Semester, the Field Office Caraga registered 4 Private SWAs and granted license 4 Private SWAs/Auxiliary SWDAs to operate in which exceeded the set target for this semester.

17 Beneficiary Partner CSOs were accredited. The FO Caraga has accredited 17 CSOs as beneficiaries of government programs or projects. In particular, these beneficiaries were the organized associations/cooperatives from Sustainable Livelihood Program (SLP).

Annual target number of Pre-Marriage Counsellors for accreditation fully achieved as of 1st Semester. The DSWD recognized service providers who complied with DSWD Standards. The Field Office accredited 35 individuals who met the requirements for the accreditation set forth by DSWD to provide pre-marriage counseling. The highest number of PMCs accredited were recorded in 2nd Quarter with 28 PMCs while only 7 PMCs were accredited during 1st Quarter which surpassed the 1st-semester target of 7 PMCs. The accomplishment as of 1st semester already achieved the annual target of 15 PMCs.

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	40% (8/20)	40% (8/20)	0%	Full target achieved
b. Accredited SWDAs				

b.1 Level 1 Accreditation	27.% (3/11)	27.3%(3/11)	0%	Full target achieved
b.2 Level 2 Accreditation	62.5% (5/8)	62.5% (5/8)	0%	Full target achieved
b.3 Level 3 Accreditation	0%	0%	-	-
c. Accredited Service Providers	0%	0%	-	-

Target number of SWDAs for 1st Semester were achieved and have sustained compliance to SWD standards. The Department monitors SWDAs with valid RLA Certificates on their sustained compliance to SWD standards and records complaints and violations. The target proportion of SWDAs issued with sustained compliance to social welfare and development (SWD) standards was achieved. Of the total of 20 SWDAs in the region, 40% or 8 have sustained compliance to SWD standards. Of which, three (3) are Registered and License SWAs and five (5) Level 1 accredited SWDAs.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Standards-setting, Licensing, Accreditation and Monitoring Services	855,080.00	414,323.00	137,597.27	48.5%	33.2%

OVERALL ASSESSMENT:

Based on the above-given data, the targets and commitments of the Standards Section's provision of regulatory services would seem to be readily achievable within the given timeline and even achieved higher target output on some areas as a result of the constant follow up and monitoring and collaboration with its SWDAs. The main challenge for the regulatory service is the accreditation of Day Care Centers (DCCs)/ Day Care Workers (DCWs) as the heightened LGU regulations due to COVID 19 pandemic which made it difficult for the DSWD deputized accreditors and the Standards Section staff to conduct the actual accreditation assessment and even with the option to conduct a virtual and pre-recorded assessment, the capabilities of some centers and workers played a decisive role in the achievement of the 263 DCCs/DCWs accredited. With the lack of prompt response from the ECCD Council, the DSWD issued an advisory to use the old tool for the accreditation which in turn provided the respective FOs to proceed with the accreditation using the old tool to cope with the target within the given timeline. The DSWD Field Office Caraga would like to extend its heartfelt gratitude to the continued support and commitment manifested by the Standards Bureau by allowing us regions to adjust the Office Performance Contract (OPC) targets for the 1st Semester of 2021 in consideration within the COVID-19 pandemic.

RECOMMENDATION:

- The Field Office Caraga-Standards Section would like to follow up the Bureau to seek alternative option for the issuance of our Security Paper (SECPA) request as we already run out of certificates to accommodate issuances of our previous assessments;

- Continued funding support for the or the re-inclusion of the PDO-I Cost of Service (COS) worker as an additional appropriation to the DSWD Field Office Caraga Standards Section's Centrally Managed Fund (CMF) for the augmentation of the tasks and responsibilities of the Standards Section;
- For the finalization of the new ECCD Assessment Tool which was under revision by the ECCD Council so that we can proceed with the scheduled training for the deputized accreditors for the issuance of the Certificate of Proficiency as part of the preparation for the full implementation of the new ECCD Guidelines.

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.

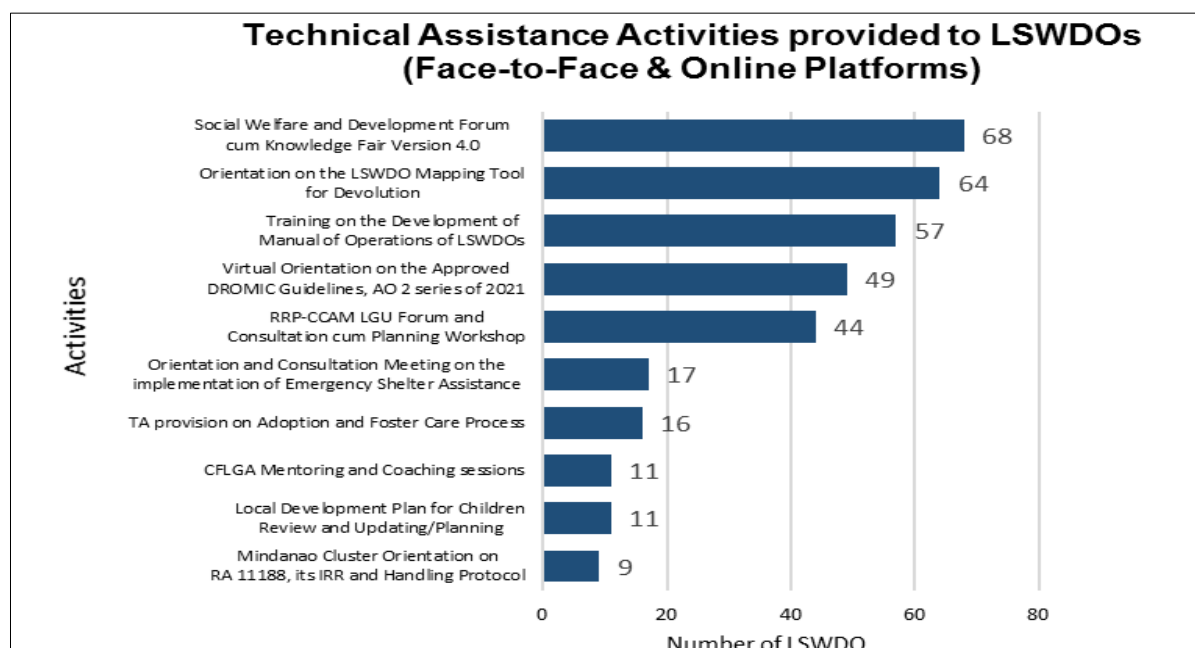
ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of LGUs assess in terms of their functionality level along delivery of social protection	1	1	0	Full target achieved
Percentage of LGUs provided with technical assistance	109.1% (72/66)	45.45% (30/66)	+63.65% or +42	Major Deviation
Number of LGUs provided with technical assistance using digital platforms along social protection	52 LGUs	26/52 LGUs	+26 or 100%	Major Deviation
Percentage of LGUs provided with resource augmentation	39% (26/66)	100% (66/66)	-61% (-40/66)	Major Deviation
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 more than the 1st Semester target in providing technical assistance and resource augmentation to the partner LGUs amidst COVID 19 pandemic. The Field Office Caraga has been responsive to the request of the LSWDOs especially provisions of Technical Assistance and Resource Augmentation. However, the provision of Resource Augmentation to LGUs has negative variance of 40 as of 1st semester

since only 26 LGUs requested from Disaster Response and Management Program (DRMP) for Resource Augmentation assistance throughout 1st semester.



As shown in the graph above are the technical assistance-related activities undertaken by the Field Office SWAD Team Leaders, Program Handlers and Capacity Building Section (CBS). It was observed that Social Welfare and Development Forum is the most participated TA activity with 68 LGUs. This is evident that the majority of the LSWDOs are interested to know the updates on the Full Devolution of SWD programs and services as one of the topics during the forum. This is followed by the Orientation on the LSWDO Mapping Tool with 64 LGUs since the respondent of the mapping survey is the LSWDOs. Lastly, Training on the Development of Manual of Operation is the 3rd most participated TA activities with a total of 57 LGUs, this is one of the TA targets for the 2nd quarter based on Recalibrated TARA Plan 2021-2022.

Outcome-level Indicator:

LSWDO Service Delivery	No. of LGUs
A. Enhance Service Delivery (Level 1)	61
a.1 Province	3
a.2 City	3
a.3 Municipality	55
B. Better Service Delivery (Level 2)	13
b.1 Province	2
b.2 City	3
b.3 Municipality	8
C. Improved Service Delivery (Level 3)	0
c.1 Province	0
c.2 City	0
c.3 Municipality	0
D. Low Service Delivery	4
d.1 Province	0
d.2 City	0
d.3 Municipality	4
TOTAL	78

All LSWDOs in Caraga were assessed and validated. The conduct of Service Delivery Capacity and Competency Assessment (SDCCA) was started last 2019. For this year 2021, the remaining target of FO Caraga is only one (1) LSWDO, namely Butuan City. The Regional Monitoring Team of Agusan del Norte conducted the assessment last April 26, 2021. Hence, all 78 LSWDOs in Caraga region were completely assessed and validated.

Financial Performance: (Current Appropriations FY 2021)

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 providing 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.

Along the delivery of TARA interventions, Field Office faces with challenges and issues. Some of the LSWDOs were not familiar with the pre-identified programs and services in the LSWDO Tool. Also, in SDA indicator under Emergency/disaster assistance programs and services; (a3) Prepositioning of relief assistance is not applicable in the highly urbanized city (HUC); (a5) Disaster Response is not applicable to all LGUs because some of the LGUs has no DROMIC report and not disaster affected. Moreover, the budget allocation for the Capacity building is not enough to accommodate the Recalibrated TARA Plan activities for this year.

RECOMMENDATIONS:

- It is recommended that the identified programs and services implemented by the LSWDO based on the LSWDO SDA Tool should need further review and study if it is necessary because most of the LSWDOs did not implement some of the identified programs and services;
- SWIDB should initiate a consultation workshop with the RMTs and TARA Focal for the Enhancement of the LSWDO SDA Tool. It is also an avenue to share FOs comments and recommendations on SDA indicators based on the assessment results;
- For Central Office to provide additional funds to materialize the TARA Plan activities for CY 2021-2022.

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 Researches completed	0	1	-	On-track

On-going conduct of FO-initiated research. The PDPS has received a research fund augmentation worth Php 300,000 for CY 2021. The said funding will be utilized on the joint in-house study entitled, "Assessment on the Training Effectiveness of E-learning Technical Assistance Provision of DSWD FO Caraga to the Local Government Units." The PDPS is still on track with its outlined activities under the research study. Completing the research is highly possible given that the study is already in the data-gathering phase. Data processing, analysis, and writing will commence on August- November 2021. The section through the Research Focal facilitated technical assistance for both external and internal research evaluation studies/requests and promoted priority research topics specified in the Department's R&E Agenda.

Conducted Regional Planning, Monitoring and Evaluation Technical Team (RPMETT) activities. Relative to the full implementation of HPMES and to strengthen the Monitoring and Evaluation, the Field Office Caraga constituted a Regional Planning, Monitoring and Evaluation Technical Team (RPMETT) and conducted regular meetings to address major challenges encountered in implementing the HPMES. As such, the RPMETT meetings provides a platform to share concerns, experiences and good practices on implementing the HPMES as well as to serve as collaborative network to build capacity and learning among its members. The PDPS as the lead secretariat maintains its coordination with the FO-ODSUs and provided technical support to produce the major outputs of the system. Lastly, the RPMETT plays a vital role in influencing plans, budget and strategic priorities of the Office based on the evidence produced by HPMES.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Formulation and Development of Policies and Plans	328,000.00	293,896.00	17,500.00	89.60%	5.95%

OVERALL ASSESSMENT:

DSWD Field Office 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. The current situation did not deter the section from conducting its major deliverables along plan formulation, research study, monitoring and evaluation as evidenced by the different activities adapting to the new normal with strict compliance to health and safety protocols. Furthermore, the full support of management and stakeholders along with policies and plans, as well as continual result-monitoring of the Office's performance, are key contributory factors in the achievement of the Field Office's commitments for this semester.

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;
- Considering the inclusion of Sulong Recovery Plan performance indicators in HPMES, and some Performance Indicators from Strategic Plan were no longer applicable and measurable, thus it is recommended to update the HPMES Indicator Documentation Sheet;
- 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 2022.

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	2	4	-	On-track
No. of LGUs reached through social Marketing Activities	64	42		Full target achieved

As of 1st Semester, two (2) LGUs in Caraga Region replicated the Yakap Bayan Program, namely: Tago, Surigao del Sur, and Tubod, Surigao del Norte. This replication is being supported by the Memorandum of Agreement (MOA) and SB Resolution replicating the Yakap Bayan Program. Roll-out Training on the Yakap Bayan Program was conducted at the Municipality of Tago, Surigao del Sur, last April 19-22, 2021. It was participated by SB members on social services, MCAC and BADAC members, Pantawid Pamilya selected Municipal Links and Parent Leaders, a representative from Civil Society Organization and Faith-Based Organization. Although there are lots of concerns during the conduct of the activity, which includes the difficulty in downloading the video on the discussion of some topics due to poor internet connectivity in the venue, it was successfully done through the support of the Municipal Social Welfare and Development Office staff, Capability-Building Section, DSWD Caraga Anti-Drug Focal Person, and STU who spearheaded the activity as a whole. Learning and Development Section staff, Capability Building Section personnel, DSWD Caraga Anti-Drug Focal, STU personnel, and representative of Tago Municipal Police Station serve as the Resource Persons during the activity. There was a total of 34 participants, 22 male and 12 females. The schedule for the Roll-out Training of Yakap Bayan in the Municipality of Tubod will be done in the 3rd quarter.

The Social Technology Unit (STU) of Field Office Caraga was also able to prepare and submit a plan of action to accomplish Performance Governance System (PGS) targets. There was also monitoring and provision of technical assistance to social workers of Bislig City on the utilization of the SIPAG system last March 17, 2021. Concerns raised were responded to and elevated some of it to STB for possible action. The commitment of STU in terms of the PGS targets was already accomplished as planned. One (1) Training on Yakap Bayan was already conducted, and orientation on completed social technologies was also conducted to 76 partner intermediaries during the Social Welfare and Development (SWD) Forum dated April 23, 26, 28, and 30, respectively. Due to health protocol, the conduct of the SWD forum was done per cluster/province in order to limit the number of participants. Copy of attendance sheets of the said activity was already submitted to STB.

In terms of implementing the Enhanced National Family Violence Prevention Program (ENFVPP), we can conduct the baselining of would-be beneficiaries of the program and the control group as well. The activity was successfully done through the active support of the

Brgy. Council of Del Pilar and Mahaba. Moreso, the personnel of CSWDO Cabadbaran City, Persons with Disability Affairs Office staff, and Pantawid Pamilya staff were actively involved in the said activity.

The implementation of SIPAG in Bislig City for this quarter is somewhat challenging due to the internet connectivity issues and some technicalities involving the e-SCMS. The budget allocated for SIPAG for CY 2021 is only Php 20,000.00. This amount is not enough to cover all the expenses for the payment of internet connection. Hence, the CSWDO of Bislig lobbied for additional funds and was advised to propose it under the supplemental budget. However, during the SIPAG project monitor and technical assistance conducted last June 28, 2021, the CSWDO staff informed that this concern is not yet resolved. The STU will communicate with the Local Chief Executive and cite these concerns based on the Memorandum of Agreement for possible resolution. As of now, each of the case managers is accessing the SIPAG system using their personal internet connection. They are always reminded and followed up on their commitment to complete fifty (50) cases for the SIPAG pilot implementation.

The STU is currently implementing the WiSUPPORT: Wireless Mental Health and Psychosocial Support project. There are currently four (4) clients being facilitated and provided necessary services. The office is intensifying the promotion and advocacy of the said project through conducting orientations, radio guesting and posting on the facebook platform. Several partners were involved and agreed to take part on the referral network for the WiSUPPORT implementation, and these are the Department of Health, Department of Labor and Employment, Overseas Workers Welfare Administration, United Registered Social Workers of Caraga Region, and Task Force Jeremiah of Caraga State University. Regional Launching will be conducted on July 5, 2021.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Technology Development and Enhancement	1,937,096.00	1,141,105.00	247,402.19	58.91%	21.68%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Technology Development and Enhancement	933,385.00	933,385.00	239,265.00	100.00%	25.63%

OVERALL ASSESSMENT:

In order to achieve the target for Performance Governance System (PGS) on the number of LGUs oriented on completed social technologies, the Social Technology Unit included the conduct of orientation during the SWD Forum. The proposed separate orientation on completed STs was not conducted as scheduled due to the MECQ declaration. Expression of Interests (EOI) will be secured during the conduct of this activity. Although prior to the said

orientation, there are already LGUs who expressed their interest to replicate the Yakap Bayan Program and Family Drug Addiction Prevention Program.

The conduct of activities in relation to the Social Technology implementation and monitoring is still challenging during this time. Various planned activities were postponed due to health concerns relating to COVID-19. Among these activities is Training Workshop for LGU Implementers of Home Care Support Services, Training for LGU on TeamBRE, and Regional Launching of WiSUPPORT Projects. Postponement of the said activities is primarily due to compliance with the health protocol.

Despite these challenges, the Social Technology Unit of the DSWD Field Office Caraga is continuously finding ways and means with the guidance of the top management in order to be able to conduct the activities and comply with the targets provided by STB. While we need to accomplish our targets as per the planned timeline, we still must comply with the different policies and guidelines in relation to the current pandemic. A challenge that somehow is beyond our control.

The Field Office is always grateful for the support and assistance afforded to us by the Social Technology Bureau (STB), for always responding to our requests, suggestions, and recommendations. Truly these have contributed a lot towards the accomplishment of our PGS targets for this quarter. For the next semester, we are hoping for continuous monitoring, provision of technical assistance, and resource augmentation of the Social Technology Bureau (STB) for the accomplishments of plans and OPC targets.

RECOMMENDATIONS:

- Training and other activities, whether it is a pilot implementation of social technologies or project monitoring and provision of technical assistance, may still be done through face-to-face setting following the minimum safety health protocols set. We will appreciate having our request for Resource Persons (RP) from Social Technology responded. Blended learning will do, so long as every after the discussion of RP, deepening of the topics discussed will be facilitated as well as the workshops and other structured learning exercises;
- Continuous monitoring, provision of technical assistance and resource augmentation of the Social Technology Bureau are contributory factors to the achievement of the PGS target. The efforts extended by the Regional monitor for Caraga Region is well-appreciated since it made our job easier and it contributed to the successful conduct of activities;
- For the utilization of funds, specifically on the budget allocated for the activities related to ENFVPP pilot implementation, may we suggest the STB provide us with clear guidance on whether to continue with the planned activities since, per information gathered, pilot testing of the said program is put on hold;
- We will appreciate receiving augmentation support from STB for the conduct of training to LGUs, which will replicate/adopt the completed social technologies.

III. NATIONAL HOUSEHOLD TARGETING SYSTEM FOR POVERTY REDUCTION (NHTS-PR)

The Department of Social Welfare and Development (DSWD), through Listahanan, is mandated by Executive Order No. 867 Series of 2010 to adopt a targeting system, as the standard mechanism for identifying poor households who shall be potential recipients of social protection programs nationwide. Its main objective is to formulate a unified criterion for the identification of poor through scientific means.

Further, the Department is also mandated to maintain and update the database every four years beginning in 2009, leading to 2015 (Listahanan 2), and supposedly in 2019 (Listahanan 3). The data-gathering for Listahanan 3 was initially projected to be finished by 2020, however, the widespread occurrence of the 2019 novel coronavirus disease (COVID-19) leading to a pandemic has caused major hurdles in the completion of such tasks.

The IATF Resolution No. 65 Series of 2020 recognizes Listahanan as a critical government service thereby provides policy supports for the project to continue its activities during the pandemic while ensuring the safety and health of its personnel.

With the Department's commitment to launch a complete, accurate and reliable database of poor households this year 2021, the Field Office-Caraga intensified its project's monitoring and provision of technical assistance to its field staff which had resulted in the completion of component activities of Listahanan 3-Validation and Finalization Phase, to include receiving and resolving of grievances, household re/assessment, and data entry.

With these accomplishments, the FO-Caraga gears up for the Report Generation Phase wherein the finalize profile of the poor will be shared with national government agencies, non-government organizations, LGUs, and other stakeholders this 3rd quarter and onwards.

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.

A. Listahanan 3 Implementation

Imposed travel restriction and heavy rains caused by the low-pressure area (LPA) and the tail-end of a frontal system are some of the challenges encountered along with the implementation of the Listahanan 3-Validation and Finalization Phase in the region. With the supports from the top management and coordination of partner Local Government Units, the section was able to complete the remaining validation activities.

It can be noted based on the last year's accomplishments report, the office was able to organize 73 or 100 percent of the total LGUs with functional Local Verification Committee (LVC), through the issuance of City/Municipal Executive Order. Furthermore, 1,311 or 100 percent of the total barangays in the region have organized a functional Barangay Verification Team (BVT). Due to the strict community quarantine last year, 27 barangays have not conducted receiving of grievances. This explains why the outcome indicator on the creation of function BVT and LVC is carried over this semester.

With the lifting of the temporary closure of some borders, the office underwent the conduct of receiving and resolving grievances on January 7, 2021, to twenty-seven (27) remaining barangays that were not covered. Despite these challenges encountered, the office managed to complete the receiving of grievances on January 15, 2021. Overall, 1,311 or 100% of the total barangays in the region were covered in the said activity.

It is worthy of note that of the 1,311 total covered barangays, seven (7) barangays have not received grievances regarding the posted initial list of poor households. These areas are (1) Bitaug, Dapa; (2) Barangay 13, Dapa; (3) Barangay 9, Dapa; (4) Jubang, Dapa; (5) Osmena, Dapa; (6) Halian, Del Carmen and (7) Estanislao Morgado, Santiago.

The office recorded a total of 184,699 grievances via the community desk and online through the Listahanan website. Of the received grievances, 184,699 or 100% were resolved.

Note that of the received grievances, 106,482 households are targeted for re/assessment of which 103,290 households or 97% were interviewed. On the other hand, 3% of the target households were visited by our field staff but were not interviewed due to the following reasons: (1) household has already transferred or moved out and no exact forwarding address was provided to the assigned enumerator; (2) no qualified respondent (NQR) during the time of visitation; (3) vacant housing unit (VHU); and (4) refused. Three callbacks were exerted by our field staff although as per validation procedure only one attempt shall be made to secure the interview. The office completed the household assessment on February 17, 2021.

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
No. of barangays with functional Barangay Verification Team (BVT)	1,311	1,311	0	Full target achieved
No. of cities/municipalities with functional Local Verification Committee (LVC)	73	73	0	Full target achieved
Percentage of grievances received during validation phase resolved	100%	100%	0%	Full target achieved
Results of the Listahanan 3 assessment launched	0	1	0	-

As to the data entry accomplishments, the NHTS completed the encoding and verification activities on June 22, 2021. A total of 50,955 or 100% of the barcoded EX02 HAFs were encoded and likewise, 108,289 or 100% of the total barcoded TR01, EX01, INC01, and encoded EX02 HAFs were verified as to completeness and accuracy.

B. 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	0	ANA	-	-
No. of requests for List of Poor Households generated	0	ANA	-	-
No. of requests for statistical data granted	1	ANA	-	-
No. of name-matching requests granted	49	ANA	-	-

A total of fifty-five (55) requests coming from different internal and external stakeholders and intermediaries were responded within the turn-around time for action. Of the said figure, 89% (49) were name-matching requests, 9% (5) for the list of poor households, and 2% (1) for statistical request.

Sustainable Livelihood Program (SLP) is the primary requestor of name-matching of the Listahanan 2 database which is used as the basis in the validation of its potential participants of the program. Five (5) LGUs requested for the list of poor households for prioritization of DOH Covid-19 National Vaccination Program. These LGUs are General Luna, Placer, Surigao del Norte; Cagwait, Surigao del Sur; Kitcharao and Jaboanga, Agusan del Norte. The section provided technical assistance on the required documents to be complied with to facilitate Listahanan 2 data sharing.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
National Household Targeting System for Poverty Reduction	5,499,588.20	2,859,276.75	2,495,382.86	51.99%	87.27%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
National Household Targeting System for Poverty Reduction	3,155,608.00	3,155,608.00	2,246,088.17	100.00%	71.18%

In terms of financial accomplishments for both current and continuing appropriations, as of June 30, 2021, a total of Php 6,014,884.75 was obligated under the Centrally –Managed Funds (CMF) and Direct Release. This accounts for a 69.5% utilization rate. This is more than 50% of the target utilization rate for this semester.

OVERALL ASSESSMENT:

Taking into accounts the section's accomplishments with regards to Listahanan 3 implementation, data sharing, and funds utilization for this semester, all target outcomes were completely achieved. Identified facilitating factors that contributed to these accomplishments are: (i) constant project monitoring and planning, (ii) provision of technical assistance to the field staff; (iii) supports and logistic assistance extended by LGUs; and (iv) unwavering supports of the top management. With the completion of validation activities, Field Office Caraga is looking forwards to the data launching of an updated database of poor this 3rd Quarter of 2021.

RECOMMENDATION:

Given the anticipating Listahanan 3 data launching, the section would like to request the National Household Targeting Office (NHTO) to allocate funds for the IEC materials to further advocate the use of the updated database to social protection stakeholders and intermediaries. Also, in preparation for Listahanan 3 data sharing activities, NHTO should conduct an orientation on the procedures and guidelines on sharing the database.

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
Percentage uptime for Field Office	98.96%	95.00%	+3.79%	Minor Deviation
Number of DSWD Sub- Regional Sites connected to the DSWD Enterprise Network	9	9	0	Full target achieved
Percentage of functional information systems deployed and maintained	100.00%	100.00%	0%	Full target achieved
Number of Information systems developed/enhanced in partnership with Business Owner	4	1	+3	Major Deviation
Number of information systems maintained thru interventions and corresponding technical assistance to business owner/users	31	10	+21	Major Deviation
Percentage of mission critical databases managed and maintained	100.00%	100.00%	0%	Full target achieved
Number of DSWD database supporting programs, projects and services managed and maintained	31	NT	-	-
Percentage of for build-up and deployed databases	100%	100%	0%	Full target achieved
Number of for build-up and deployed databases	1	NT	-	-

Percentage Uptime of Local Servers and Storage	98.61%	95.00%	+3.61%	Minor Deviation
Percentage uptime of local datacenter/interim datacenter	98.61%	95.00%	+3.61%	Minor Deviation
Percentage uptime of Power Management and Corresponding Power Backup	98.61%	95.00%	+3.61%	Minor Deviation
Percentage uptime of Heating, ventilation, and Air Conditioning (HVAC)	98.61%	95.00%	+3.61%	Minor Deviation
Number of functional websites developed and maintained	1	1	0	Full target achieved
Percentage uptime of local hosted websites	99.99%	95.00%	+4.99%	Minor Deviation
Percentage of information systems developed subjected to vulnerability assessment and patched accordingly	100.00%	100.00%	0%	Full target achieved
Number of Information Systems with vulnerability assessment and patched accordingly	2	2	0	Full target achieved
Percentage of end points secured	126.54%	100.00%	+26.54%	Minor Deviation
Number of endpoints protected by enterprise antivirus/antimalware	710	ANA	-	-
Number of endpoint licenses	561	ANA	-	-
Percentage of Technical Assistance (TA) requests responded and resolved within the set Service Level Agreement (SLA)/ timeline	95.75%	100.00%	-4.25%	Minor Deviation
Total Percentage of TA responded and resolved within SLA of All Division	95.75%	ANA	-	-
Total Number of TA received	400	ANA	-	-
Total Number of TA responded and resolved within SLA	383	ANA	-	-
Number of Learning and Development Interventions on ICT Service Management conducted	2	1	+1	Major Deviation
All RITMU personnel are able to attend at least one (1) Learning and Development Intervention (LDI) on Digitalization and Occupational Health Safety Protocol (OHSP).	5	5	0	Full target achieved
Number of Users Trained on ICT applications, websites, solutions, tools and products	53	ANA	-	-
Number of new ICT systems, ICT equipment, facilities and infrastructure put in place	122	ANA	-	-
Number of new facilities and infrastructure put in place	2	ANA	-	-
Number of ICT Equipment put in Place	120	ANA	-	-

For CY 2021, the RICTMS has focused heavily on the information systems maintained thru interventions and corresponding technical assistance to business owner/users, having targeted 10 information systems but currently maintaining 31 spread throughout the different divisions, sections and programs within the FO. Percentage uptime of locally-hosted websites, local servers and storage, and local and interim datacenters were also above the targets. Nine (9) DSWD Sub-Regional Sites are now connected to the DSWD Enterprise Network. Percentage uptime of the DSWD Enterprise Network in the FO was 3.61% above the 95% national target.

However, there is a 26.54% variance in the percentage of endpoints secured. Although the FO Caraga RICMTS installed security software even before it was deployed by the Central Office, some are not yet detected by the management software especially those deployed at the field. Detection of installed endpoint security requires stable internet connection; thus, some remains undetected.

There is also a negative 4.25% variance in the percentage of Technical Assistance (TA) requests responded and resolved within the set Service Level Agreement (SLA). This is mainly because there are requests that need third-party intervention (e.g. Central Office, procurement of equipment and other materials), thus some cannot be resolved on time and some are put on hold. There was also one additional learning and development intervention (LDI) on ICT service management conducted by the RICTMS to enhance the skills of the staff in the application and use of digital signatures.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Information and Communications Technology Service Management	12,830,372.00	6,065,324.79	1,080,608.79	47.27%	17.82%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Information and Communications Technology Service Management (MOOE)	4,765,544.48	4,763,544.48	288,182.79	99.96%	6.05%

OVERALL ASSESSMENT:

Therefore, the undersigned concludes that the Regional ICT Management Section has been exceptional in performing and achieving its target for the 1st Semester of FY 2021. The section has accomplished and maintained essential technologies through innovations, which has contributed greatly to the success and accomplishments of the divisions, units / sections, programs and services, centers and institutions, and the FO 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, keeping and updating all SAP-related databases, tracking of SAC Forms. The section, and other IT staff in the FO, 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 beneficiaries; 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;
- In relation to Technical Assistance (TA) requests responded and resolved within the set Service Level Agreement (SLA)/timeline, If a request needs thirdparty intervention, make sure that the requester is informed and that the request is given priority.

V. INTERNAL AUDIT

The Internal Audit Section performs the function of encompassing the examination of the adequacy and effectiveness of the different programs under the Department of Social Welfare and Development Field Office Caraga. Its primary objective is to conduct timely audits with recommendations in pursuant to approved Audit operations Plan approved by the Regional Director or the DSWD Central Office-Internal Audit Service. The section also exercises its core functions by assisting the Management on its compliance to the COA Audit Observation Memoranda, Audit Queries, and Notice of Disallowances.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of integrity management measures implemented	102.5% (41/40)	100%	+102.5%	Minor Deviation

The Internal Audit Section was able to achieve a 100% compliance rate on the implementation of activities in the IM Plan for the first semester of the year 2021. The Covid-19 pandemic have hindered the implementation of most of the activities last year indicated in the IM Plan 2015-2020 due to strict health protocols that aimed to minimize the spread of the virus. To ensure the continuous implementation of activities despite the pandemic, the Internal Audit Section coordinated with the respective program handlers to craft the revised IM Plan for 2021 which was submitted to the IMC-Secretariat prior to the submission of the 1st Quarter Progress Report. The revised IM Plan included activities that the program handlers deemed to be achievable within their target dates despite the threat of the covid outbreak.

OVERALL ASSESSMENT:

As of to date, the Internal Audit Section is still waiting for any updates from the Central office regarding the Management Action Plan and Audit Engagement Plan for the field office. For the implementation of Integrity Management Measures, the section was able to achieve a 100% implementation rate due to these significant factors: constant consultation and coordination between IAS staff and program handlers to craft the revised IM Plan 2021 and ensure that all activities identified in the plan would be achieved within its target

implementation date and constant follow-up on the submission of the required reports that resulted to the advance submission of the required progress reports to the IMC-Secretariat with the appropriate means of verification (MOV). This is due to the letter sent by the OIC-IMC Secretariat informing the field offices on the update of the quantity rating for the IMP implementation. The new rating and criteria focused on implementing 100% of the IMP activities as planned and fully supported with MOVs.

RECOMMENDATION:

To achieve the expected targets and accomplishments of the office, the Internal Audit Section recommends maintaining and observing the following practices: constant coordination/follow up between IAS staff and respective IMP program handlers, advance or on time conduct of activities as indicated in the Integrity Management Plan, advance submission of the IMP Quarterly Progress report with the corresponding and appropriate Means of verification (MOVs).

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 Office Performance Contract (OPC) targets along Knowledge Management concerns.

The Knowledge Management Team was purposely composed as per Regional Special-Order No. 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. the office regularly conducts its quarterly Knowledge Management (KM) Team meetings to ensure quality outputs and accomplishment of its major tasks.

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	2	2	0	Full Target Achieved

For the 1st Semester of 2021, the office has targeted development and submission of two (2) Knowledge Product. As such, the Office was able to fully accomplished the set target for this semester having a total of 3 Knowledge Products developed and submitted. The office was able to achieve 150% accomplishment through its submission of the following 3 KPs: (1) Kabilin, (2) DSWD handbook, and (3) Concept paper on the Information Systems Single Sign-On. Furthermore, the office has also shown a 100% accomplishment along conduct of knowledge sharing session.

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.

RECOMMENDATION:

- Ensure submission of the knowledge sharing session, knowledge products, TA & LDI documentation, and SWD LNet shall be uploaded at the SWIDB TA Portal for easy monitoring of the bureau in-charge; and
- Knowledge products (KPs) developed to be submitted to SWDB shall cover two (2) semesters rating period prior to its uploading to the TA Portal.

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:

The Social Marketing Section was able to conduct and perform the necessary activities as part of the Section's deliverables for the Office Performance Contract (OPC). Even with the challenges brought about by the pandemic, the Section was able to maximize all efforts, surpassing the targets by miles.

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of respondents aware of at least 2 DSWD programs except 4Ps	104%	85%	+19%	Minor Deviation
Number of social marketing activities conducted				
a. Information caravans	11	8	+3 or +37.5%	Major Deviation
b. Issuance of press releases	114	24	+90 or +375%	Major Deviation
c. Communication campaigns	35	3	+32 or +1,067%	Major Deviation
Number of IEC materials developed	185	ANA	-	-

The Field Office Caraga achieved high awareness rating with respect to at least 2 DSWD programs aside from 4Ps. The SMS was able to complete the 2020 Knowledge, Attitude, Practice (KAP) survey on January 05, 2021. The targeted deadline for the completion of the survey was February 15, 2021 as per Social Marketing Service guidelines. The Field Office Caraga achieved 104% (73 out of 70) of target respondents aware of at least 2 DSWD programs except 4Ps

The SMS was able to conduct 11 Information Caravans successfully. Even with the challenges posted by the pandemic, the Field Office Caraga was still able to conduct a series of caravans in different venues with different stakeholders. These includes the utilization of the Family Development Sessions (1 Count), Ikaw ug and DSWD: Kuyog sa Kabag-uhan Regional Weekly Radio Program (1 count), Social Welfare and Development Forum (5 provinces), Information Caravan during Social Pension/ SLP Payouts (1 count), and 2 face-to-face Information Caravans (2 Barangays in Bislig City).

114 press releases produced as of 1st Semester of 2021. A total of 114 press releases (53 in 1st Quarter, and 61 in 2nd Quarter) or 85 news/news features, 28 feature stories, and 1 photo stories, which were disseminated via tri and squad media outlets. 25 Stories have been published by local/national papers, out of the released stories. Also, 32 online pick-ups were recorded. Furthermore, as for TV/Radio interviews, 122 radio interviews have been recorded while there are 4 TV interview were recorded during 1st Semester

35 Communication campaigns conducted. The following were the communication campaigns and initiatives conducted by the SMS:

Communication Campaigns	
<i>Social Marketing Section</i>	1. Public Relations/Communication Management Initiative Training
	2. Orientation on Vaccination Program (Internal Staff)
	3. Devolution Orientation (Internal Staff)
	4. Smoking Campaign Orientation (Internal Staff)
	5. AHON Convergence Program Orientation (Internal Staff)
	6. PGS Virtual Tour
<i>Pantawid Pamilyang Pilipino Program</i>	7. Beneficiary Interview for the UNILAB's Family Well-being Summit
	8. #JuanaKaya Women's Month Celebration
	9. Search for Salaysay ng buhay and Kaagapat ng Pamayanan
	10. Search for Best Parent Leaders
	11. Week-long 4Ps 2 nd anniversary
	12. "Garden Ko, Flex Ko!" Vlog Contest
<i>LISTAHANAN</i>	13. Data Sharing with LGU Cagwait
	14. Technical Sharing with Listahanan Field Workers
<i>SLP</i>	15. Post Validation Assessment Cum Team Building
	16. Sulong Bayanihan Regional Validation
<i>Social Pension</i>	17. Technical Writing for SocPen/PSD staff
	18. Assessment Survey on SocPen beneficiaries receptiveness to COVID-19 Vaccine
	19. Social Pension Validation
	20. PSD 1 st Quarter meeting and Stress Management Exercise
<i>Protective Services Division</i>	21. Public Relations and Basic Technical Writing Training
	22. Adoption and Foster Care Matching Conference
	23. PREW cum Strategic Planning
	24. Womomentum 2021
	25. International Women's Day 2021
	26. Women's Month Celebration (including Korambusan 2021)
	27. MaCaragaBata monthly streaming channel
	28. Houseparent Training to CRCF staff
	29. Celebration of International Day for Women with Disability and provision of hygiene kits and assistive devices to women with Disability affected by TS Auring
	30. Celebration of National Child Development Worker's Month
	31. AIDS Candlelight Memorial
	32. Giving of hygiene kits and AICS cash assistance to former rebels
	33. Strengthening Regional Secretariats in the New Normal Times
	34. Strategic Planning for 2022-2026 of Regional Secretariats
<i>Kalahi-CIDSS</i>	35. Writeshop/Basic Photography Training for Field Staff

185 IEC materials developed in 1st Semester of 2021. The Field Office Caraga was able to develop IEC materials such as (i) Social Media Cards (Vaccination Campaign, SAP/Bayanihan Updates, COVID-19 Protocols, Office Announcements, Program updates); (ii) Advocacy Videos (Celebrations and for program advocacies); (iii) Compendiums/News Letters/Coffee Table Books; (iv) Production of Flyers/Brochures/Tarpaulines; and others.

All Office Performance Target (OPC) for 1st Semester have been achieved, and with positive variance, with strong foundation of the SMS, rooted in the management's support and the programs and section's active participation in the conduct of SMS activities.

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 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 in 2020, results of which was incorporated in the communication plan for 2021.

Though there have been improvements in the working condition of the agency amidst the pandemic (compared to the condition during the 2020), 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 the 2nd semester 2021 targets, SMS must consider coming up with adjustments (if needed) to be successful in hitting OPC targets for 2021.

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.

A. HUMAN RESOURCE AND PLANNING AND PERFORMANCE MANAGEMENT SECTION

The Human Resource and Planning and Performance Management Section (HRPPMS) is responsible to ensure proper and appropriate implementation of staffing policies and activities which involve manpower recruitment, selection, and performance appraisal / management. Also, as one of the pillars of human resource management of the DSWD Caraga, it envisions to attain and maintain the excellence of the agency by facilitating selection of the best candidate for vacant positions and monitoring of DSWD’s Strategic Performance Management System (DSPMS) implementation.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of positions filled-up within timeline				
a. Permanent	100% (9/9)	100%	0%	Full Target Achieved
b. Contractual	100 (199/199)	100%	0%	Full Target Achieved

All vacant positions with a request for posting have been filled up within the timeline.

For the 1st Semester, the Field Office Caraga through Human Resource Planning and Performance Management Section (HRPPMS) was able to hire a total of 433 staff - 9 permanent, 199 contractual, 145 Cost of Service (COS) Workers, and 80 Job Orders and COS-Savings. The average turnaround time for filling up the position mentioned earlier is within the prescribed timeline of 89 days. Some vacancies were filled up beyond 89 days, it was due to republication of the said vacancies.

The HRPPMS continues to adapt the new ways of recruitment and selection. Online examinations were administered via Classmarker, and panel interviews were conducted via Zoom application. Also, the HRPPMS staff started using the Online Application System (to be officially launched), a one-stop-shop wherein all applications received online and walk-in were recorded, paper screened and longlisted online. It enables the hiring in-charge to easily track the applications and status of vacancies. This is an operationalization of the digitization of the RSP processes in response to the integration of the different pillars.

Lastly, the Field Office Caraga received the PRIME-HRM Maturity Level 2 (Bronze) award last May 6, 2021 in recognition of the Department's excellence in human resource management systems, practices, and competencies in the four-core human resource management areas, namely; (1) Recruitment, Selection and Placement, (2) Performance Management, (3) Learning and Development, and (4) Rewards and Recognition. While the section was able to comply with the required systems and activities, there were several activities along with RSP and PMS that need to strengthen and institutionalize for the following years. With the designation of a PMS Focal in the section, the PMS-related activities will hopefully be given priorities such as review of the targets and deliverables of rank-and-file staff as well as the Division Chiefs, and Program handlers.

OVERALL ASSESSMENT:

The HRPPMS was able to deliver the mandated task and deliverables for the 1st Semester of 2021 with the help of the different programs despite the challenges brought by the pandemic. Due to previous recommendations for possible allocation for HR-related activities, some activities were funded and hopefully be continually funded in the following years. While there are programs that provide mainstream staff, the section still lacks adequate manpower to cater the increasing number of staff in the Field Office.

RECOMMENDATION:

- Inclusion of Hiring-in-charge in the fund allocation per Division/Programs. This will help in expediting the hiring process as there will be a focal person for hiring solely dedicated for each Division/Program;
- Inclusion of HRPPMS activities in the Work and Financial Plan such as but not limited to monthly and quarterly meeting, semestral business process review, learning and development interventions which relates to the core functions of the section, and Annual Section review and Assessment for the following years so that some activities will be delivered on the planned schedule and not merely upon the availability of funds;
- Budget Allocation for relevant equipment, machine and hiring tools which includes but not limited to scanners, laptops, document shredder, storage boxes, and a more flexible office space if possible. This are considered necessary for a more strengthened operationalization of the section's function;
- Strengthening the HR-related committees such as Performance Management Team (PMT), Human Resource Merit, Promotion and Selection Board/Committees.

B. LEARNING AND DEVELOPMENT SECTION

The Learning and Development Section (LDS) is mandated to strengthen the Field Office career and management and develop systems anchored on the promotion of skills, and develop human capital to optimum potential.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of regular staff provided with at least 1 learning and development intervention	60.98%	50%	+10.98%	Full target achieved
Number of personnel attended at least one (1) learning and development intervention				
a. Digitalization	510	552	-42 or -7.6%	Minor Deviation
b. Occupational Health and Safety Protocol	510	552	-42 or -7.6%	Minor Deviation

On the Learning and Development Intervention (LDI) on Digitalization Occupational Health & Safety Protocols, a total of 510 out of 552 target personnel for 1st Semester were able to attend. Even though there is a minor deviation from the semestral target, the Field Office still endeavours to continually provide LDI related to Digitalization and Occupational Health and Safety Protocol in order to achieve the annual target of 1,104 personnel by the end of the year.

OVERALL ASSESSMENT:

The Social Welfare Institutional Development Bureau commended the Field Office Caraga for a well done performance after the Office Performance Contract (OPC) Consultation conducted last July 2, 2021. The FO Caraga has received a score of 5 in all its performance indicators.

C. PERSONNEL ADMINISTRATION SECTION

The Personnel Administration Section (PAS), is tasked to render efficient, effective and timely personnel administration services, which include processing of payroll for the payment of salaries and wages upon submission of required documents, preparation and remittance of mandatory deductions to remitting agencies, and processing of benefit claims and other personnel administration of its workforce. The disposition of its responsibilities on compensation and benefits is guided and governed by the implementing rules of the Department, DBM and COA Circulars as applicable.

ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of staff provided with compensation/benefits within timeline	95.61%	100%	-4.39%	Minor Deviation

95.61% of DSWD staff were provided with compensation/benefits within the timeline.

For the 1st semester, the Field Office has a total of 1502 employees (Regular, contractual, MOA, and Job Order staff). Of these, 66 staff have not yet processed their clearances and deliverables nor submitted their Daily Time Record and Accomplishment Reports, thus the delay in the release of their salaries and benefits. Late submission of DTRs and ARs for field workers was also due to the limited mobilization and travel restrictions imposed to select areas under MECQ.

One Hundred Three (103) claims from the previous quarter's unclaimed salaries were already released and claimed last April to June 2021. Only 4 out of 109 salary claims are pending for release, awaiting for compliance of resignation requirements.

OVERALL ASSESSMENT:

Overall performance of the Section in terms of the office target for CY 2021 1st semester is 95.61%. Although there is a minor deviation on the target, there is still a need to fully disburse and release these claims on salaries and benefits of staff in order to attain full achievement of the target and provide the benefits due to FO Caraga's workforce.

Management's constant support and monitoring of the Office's performance is a big factor in the higher accomplishment for this semester. The frequent inter-office meeting of the different PAPs/ Section and Unit (AMT meetings, constant but occasional meeting with FMD and other PAPs) have helped come up with relevant solutions to financial concerns and achievement of physical targets.

Staff's contribution is also well taken, the communication between and among the field workers and the payroll processors/administrators and the frequent follow up done, have helped lessen the confusion and grievances among the staff and the number of pending salary and benefit claims.

RECOMMENDATION:

The following strategies are to be taken into consideration for the next semester in order to achieve the full target achievement, to wit:

- 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 quarter's claims will be processed and released;
- Inform resigned staff to process their claims not exceeding three months in order to eliminate pending salary claims;
- Continue the monthly section target monitoring to keep track of the target variance and provide doable solutions to attain 100% target compliance.

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	62.15%	100%	-37.85%	On-track
b. Actual Disbursement over Actual Obligations incurred	76.31%	100%	-23.69%	On-track
Percentage of cash advance liquidated:				
a. Advances to officers and employees	42.69%	100%	-57.31%	On-track
b. Advances to SDOs (<i>Current Year</i>)	96.43%	100%	-3.57%	On-track
c. Advances to SDOs (<i>prior years</i>)	100.00%	100.00%	0%	Full target achieved
Percentage of AOM responded within timeline	100.00%	100.00%	0%	Full target achieved

62.15% Obligation rate as of 1st Semester of CY 2021. From the total allocation receive of Php 3,386,396,225.94, the Field Office Caraga was able to obligate a total of Php 2,104,622,971.65 in total.

42.69% liquidation rate of cash advances to officers and employees liquidated. The total amount granted as Advances to Officers and Employees amounting to Php 30,097.61 were 42.26% liquidated.

96.43% liquidation rate of cash advances to Special Disbursing Officers (SDOs) in current year. As of 1st Semester, 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 1,176,626,926.60. Of these Advances, liquidation amounting to Php 1,134,595,273.77 was made, thereby a liquidation rate of 96.43%. Also, the total cash advance of 3,826,650.00 from previous years were fully liquidated.

Generally, the facilitating factors that contributes to the performance of the financial management includes regular conduct of Account Management Meeting and the regular monitoring in the utilization of funds both current and continuing allotments.

III. PROCUREMENT SERVICES

The Procurement Section of the Administrative Division is primarily tasked 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. Specifically, it manages and monitor all phases of the procurement process and ensure the provision of logistical requirements of the Field Office, and to ensure compliance to applicable laws and regulations of procurement policies, procedures, and systems. Also, the section manages the contracting process for suppliers of goods, civil works and services including contract preparation, contract review by concerned units, signing of concerned parties, and completion of document relative to fund releases pursuant to contract provision. Furthermore, the section maintains the price monitoring list and the registry of suppliers, contractors, and consultants.

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	88.86% (798/898)	80%	+8.86%	Minor Deviation
Percentage compliance with reportorial requirements from oversight agencies	100% (2/2)	100%	0%	Full Target Achieved
Percentage of Technical Assistance provided to Central Office OBSUs and Field Offices relating to various procurement projects as requested and/or as initiated through Procurement Facilitation Meetings	100% (88/88)	NT	-	-
Number of innovative/good practices for organizational and process excellence	1	NT	-	-
Percentage of Central Office OBSUs and other procurement partners satisfied with the services rendered	100% (88/88)	NT	-	-

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 COVID-19 pandemic, procurement has encountered different challenges, such as the non-availability of supplies and closure of some establishments. Despite the challenges encountered, the section supported 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 (van and truck for hauling), office supply, cell cards, and gasoline through a consolidated approach. With this, the section has consolidated all the same items with the different end-users for easy and fast procurement, and so will have advance Purchase Order (PO). This approach helps the section to expedite the booking for vehicle rental (Van and truck for hauling).

OVERALL ASSESSMENT:

Generally, the procurement process in the Field Office performed well. The biggest challenge encountered by the office is the effect of the COVID-19 pandemic. The Procurement Section 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	10	2	+8 or +400%	Major Deviation
Percentage of real properties titled	0	ANA	-	-
Number of vehicles maintained and managed	10	10	0	Full Target Achieved
Percentage of records digitized/disposed:				
a. Percentage of records digitized	100%	NT	-	-
b. Percentage of records disposed	-	-	-	-

A. GENERAL SERVICES SECTION

The General Services Section (GSS) Properly maintain the existing 12 vehicles of DSWD and continuous repair, renovate and maintain the facilities of DSWD Caraga subject to availability of funds. The section was able to complete ten (10) repairs and renovations for the 1st semester of 2021. The eight (8) projects were mostly Centers and Residential Care Facilities (CRCF) that started in the 4th quarter of 2020 and were completed in the 1st Quarter of 2021.

In 2nd Quarter, the challenge of COVID-19 pandemic is still high. The repair of Crisis Intervention Section (CIS) Extension Office and renovation of comfort rooms in the 1st floor of Pahigayon Building were done to ensures the health and safety of DSWD staff, customers and visitors.

On the other hand, the Field Office has a total of 12 vehicles, of which ten (10) vehicles are needing immediate minor and major repairs. The section also ensures roadworthiness and safety of the existing government vehicles that were properly maintained by the Field Office.

B. RECORDS MANAGEMENT SECTION

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 Records Section introduced a new project called "Digitization" launched last year. The Digitization is a process of converting information into a digital format. The physical documents that are stored in the cabinet, file in a folder were scanned and converted into digital form. This digitized data will be easier to preserve, access and share using the online facility. Digitization has been fully implemented in 2021, the Records Section started digitizing incoming documents received from January to June 2021 with a total of 5,317 files, and transferred the digitized records to the Records Management System. The Records Section's staff also attended the Central Office initiated orientation/meetings of ISO and Field Office meetings. Conducted inventory of records with all the documents custodian. On-going sorting of records for disposal and the request for disposal will be submitted to National Archives of the Philippines (NAP) in July 2022.

C. PROPERTY AND SUPPLY SECTION

The DSWD Field Office Caraga located in Capitol site, Butuan City is utilizing the lot owned by Provincial Government of Agusan del Norte through 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 received a notice from PLGU regarding the change in rental fee from P1.00 per year to P30.00 per sqm/month. Thus, the Field Office started paying the rental fee of P30.00 per sqm/month for the 1st quarter 2021 last April 2021. Moreover, the payment for the 2nd quarter will be processed upon submission of the MOA from PEEDMO, Agusan del Norte reflecting the new rate.

The RRCY located in Patin-ay, Prosperidad, Agusan del Sur is utilizing the lot donated by Provincial Government of Agusan del Sur with a lot area of 17,437 square meters. However, a parcel of land not part of the donated lot measuring 7,330 square meters was consumed by RRCY thus requires request for conveyance. The documents for the request of conveyance of portion of RRCY lot were already submitted to Land Management Bureau (LMB) Manila for review and endorsement to DENR. Last January 2021, LMB requested for the Technical description in tabular format of area subject for conveyance and was submitted immediately by the Field Office last February 4, 2021. Delayed approval of the request was due to the delayed response of DENR Caraga as to compliance of additional documents requested by LMB due to the pandemic.

Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
General Management and Supervision	15,429,438.38	14,558,116.29	2,627,495.68	94.35%	18.05%

Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
General Management and Supervision	13,476.05	13,476.05	13,476.05	100.00%	100.00%

OVERALL ASSESSMENT:

In the first semester of CY 2021, the Administrative Division was able to meet all of its deliverables. Despite the threat of pandemic, travel limitations, sluggish internet connections, and other issues, the Administrative staff has managed and prioritized all of the targets for the first semester. Embracing the challenges of the New Normal.

Prepared by:

Reviewed by:

JERARD T. MATILDO
Statistician I

RYAN V. PIAMONTE
AO V / Budget Officer

Noted by:

Approved by:

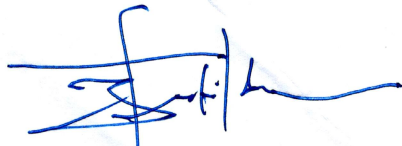
ALDIE MAE A. ANDOY
SWO IV / OIC Chief, PPD

RAMEL F. JAMEN
OIC - Regional Director

OVERALL ASSESSMENT:

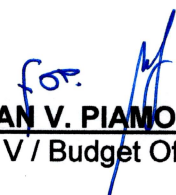
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