

**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT**  
**Field Office Caraga**  
**ANNUAL NARRATIVE ASSESSMENT REPORT**  
**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 2017-2022. 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 to 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 fulfilment 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 Annual Narrative Assessment Report captures the CY 2021 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 Support to Operations (STO) and General Administration and Support Services (GASS).

## 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. For FY 2021, the program has a regional target of 189,278 Pantawid households to be provided with Conditional Cash Grants. Of which, 178,423 (94%) are Regular CCT Pantawid households, and 10,855 (6%) are Modified Conditional Cash Transfer (MCCT) households. 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.

#### 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	195,754 <sup>a/</sup>	189,278	+6,476	Minor Deviation
Percentage of grievances resolved within established time protocol	95.47%	91.00%	+4.47%	Minor Deviation
Number of re-assessed self-sufficient (Level 3) households	50,575	44,833	+5,742	Minor Deviation

<sup>a/</sup> Total no. of distinct households funded with conditional cash grants based on payroll from Period 6 of FY 2020 to Period 5 of FY 2021.

**Number of Pantawid households provided with conditional cash grants exceeded the physical target for CY 2021.** From December 2020 to November 2021 (Period 6 FY 2020 to P5 FY 2021), the Pantawid Pamilya were able to serve a total of 195,754 distinct households or 102.88% from a total target of 189,278 households and achieved more than the set physical target. Out of the 195,754 households funded with conditional cash grants, 179,601 (91.7%) are regular CCT beneficiaries while the 16,153 (8.3%) are Modified CCT Beneficiaries.

**95.47% of cumulative total complaints were resolved within established time protocol.** Grievance redress system (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 54,839 program-related grievances were resolved and recorded. Of that, 52,356 or 95.47% were resolved within established time protocol. The percentage of accomplishment is more than the target of 91%. Thus, it shows that the program is efficient in redressing program-related grievances.

**DSWD Field Office Caraga exceeded the target on the re-assessment of self-sufficient (Level 3) households by 5,742 or 17%.** The Field Office Caraga, conducted re-assessment to Pantawid households with Self-Sufficient (Level 3) status. Of the 50,575 re-assessed households, it was find out that there are 5,755 (11%) households have sustained Self-Sufficient (Level 3) status. On the other hand, Around 44,789 (89%) of the rea-assessed Level 3 households have slide down to Subsistence (Level 2) status owing to socio-economic impact of the COVID-19 Pandemic where many of the family beneficiaries have lost their income or employment.

#### **Outcome-Level Indicator(s):**

<b>Outcome Indicators</b>	<b>Accomplishments</b>	<b>Targets</b>	<b>Variance</b>	<b>Assessment</b>
Percentage compliance of Pantawid Pamilya households on school enrolment of children	97.84%	95.00%	+2.84%	Minor Deviation
Percentage compliance of Pantawid Pamilya households on availment of health services	99.46%	95.00%	+4.46%	Minor Deviation
Percentage of Pantawid Pamilya households not availing key health services that availed key health services	78.3%	32.00%	+46.30%	Major Deviation

**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 as the highest at 99.46%. 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 0.54% 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 the compliance rate of Pantawid Pamilya households on school enrolment of children is registered at 97.84% with positive minor deviation of 2.84% from the target. The high compliance rating also determines the effectiveness of the program in motivating households to send and keep their children in school.

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

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Pantawid Pamilyang Pilipino Program	364,085,105.16	364,085,105.16	338,605,224.62	100.00%	93.00%

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

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Pantawid Pamilyang Pilipino Program	10,036,076.33	10,036,076.33	9,976,607.81	100.00%	99.41%

**Conditional Cash Grants: P6 of FY 2020 to P5 to FY 2021**

Program/Activity/Project	Amount Funded	Amount Paid	Utilization Rate (%)
Regular CCT	4,147,085,100.00	4,093,081,100.00	98.70%
Modified CCT	350,365,500.00	349,350,400.00	99.71%
<b>TOTAL</b>	<b>4,497,450,600.00</b>	<b>4,442,431,500.00</b>	<b>98.78%</b>

From Period 6 of FY 2020 to Period 5 of FY 2021 (December 2020 – November 2021), the total amount of cash grants funded to eligible and compliant 4Ps household beneficiaries is Php 4,497,450,600.00. Of this funded amount, 4,147,085,100.00 (92%) is for Regular CCT and Php 350,365,500.00 (8%) is for Modified CCT. As to utilization, only 98.78% of the funded amount was paid to eligible 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):

##### Current (FY 2021):

Output Indicators	Accomplishments	Targets	Variance	Assessment
No. of Participants assisted to Sustainable Livelihood Program	4,018	3,896	+122 or +3.13%	Minor Deviation
a) Total number of households who received Seed Capital Fund (SCF) and trained, Skills Training, and CBLA)	4,018	3,896	+122 or +3.13%	Minor Deviation
b) Total Number of SLP households who received Employment Assistance Fund (EAF) modality	0	0	-	-
Total number of participants provided with Livelihood Assistance Grants (served through LAG)	4,452	4,601	-149 or -3.24%	Minor Deviation

In CY 2021, the Sustainable Livelihood Program served a total of 103.13% or 4,018 program participants exceeding the annual physical target of 3,896 for CY 2021 through Microenterprise Development Track. Of this accomplishment, 84 are referrals, 592 Former Rebels and 3,342 Households in Conflict Vulnerable Areas were served through Implementation of Executive Order no. 70. Out of the total served, 100% or 4,018 program participants have already engaged in microenterprise development. Also, a total of 4,452 out of the total target of 4,601 program participants were provided with Livelihood Assistance Grants (LAG).

##### Continuing (2019-2020):

Output Indicators	Accomplishments	Targets	Variance	Assessment
No. of Participants assisted to Sustainable Livelihood Program	2,450	2,461	-11 or -0.45%	Minor Deviation
a) Total number of households who received Seed Capital Fund (SCF) and trained, Skills Training, and CBLA)	2,450	2,461	-11 or -0.45%	Minor Deviation

b) Total Number of SLP households who received Employment Assistance Fund (EAF) modality	0	0	-	-
Total number of participants provided with Livelihood Assistance Grants (served through LAG)	2,901	2,065	+836 or +40.48%	Major Deviation

Moreover, 99.55% or 2,450 program participants were assisted out the total target of 2,461 under Accounts Payable / Continuing Fund through Microenterprise Development Track. Of the total served, 531 are SLP referrals, and 1,919 are Individual Displaced Persons (IDPs). All served participants were already equipped to engaged in a Microenterprise. Also, a total of 2,901 program participants were provided with Livelihood Assistance Grants (LAG) which exceeds the target of 2,065 and resulted with positive major deviation.

#### Outcome-Level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of SLP Participants involved in microenterprise	100%	NT	-	-
Percentage of SLP participants employed	0%	NT	-	-

Out of the total 13,821 served program participants through SLP Regular modality and Livelihood Assistance Grants under Current and Continuing Fund, all were already involved in microenterprise.

#### Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Sustainable Livelihood Program	181,247,682.00	177,441,944.00	166,652,451.40	97.90%	93.92%

#### Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Sustainable Livelihood Program	54,830,382.00	54,830,382.00	54,830,382.00	100.00%	100.00%

#### 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 (LAG) to poor households with a halted livelihood to help them recover and rehabilitate their livelihoods.

## **RECOMMENDATION:**

The SLP Caraga is looking forward for an additional Monitoring Project Development Officers (MPDO) intended to aid the monitoring activities in the region. Additionally, stretching out the given implementation timeline in order to cope up with the timeline. In implementing the unfinished projects, it is recommended that National Program Management Office (NPMO) to still consider the manpower needed to implement and monitor the SLP implemented projects and the proposed mainstreaming in connection to the Mandanas Ruling.

With the influx of referrals in the previous year, the Field Office has been challenged in addressing such from grievances, 888 hotline and forwarded referrals from Local Government Units (LGUs). The additional PDOs provided by NPMO in the last quarter of CY 2021 has been a great help to the office since additional PDOs were able to accommodate the Livelihood Assessment Report of the referred individuals and associations. However, for CY 2022, the Field Office Caraga is requesting to be provided with additional human resource in implementing such projects, aside from regular target of the region.



### III. KALAHIDSS

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 KALAHIDSS 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.

In CY 2021, three modalities of the program are implemented in the different areas of Caraga Region namely - (i) KC-NCDDP- Additional Financing, (ii) KC- PAMANA IP-CDD, and (iii) KC-KKB. Added to these is the Balik-Probinsya Bagong Pag-asa (BP2) Program. The succeeding sections provide the breakdown of the covered areas of each modality, the highlights of the accomplishments in accordance to the program's output indicators, the implementation issues and challenges encountered, the implications of these, and certain recommendations. Data presented are derived from the official program databases and other relevant reports provided by the different RPMO units and field facilitators.

### ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENTS:

#### A. KALAHIDSS – Additional Financing

##### Output-Level Indicator(s)

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of communities implementing KC-NCDDP-AF				
a. Region	1	1	0	Full Target Achieved
b. Province	5	5	0	Full Target Achieved
c. Municipality	49	51	-2	Minor Deviation

d. Barangay	490	531	-41 or -7.7%	Minor Deviation
Number of KC-NCDDP-AF sub-projects completed in accordance with technical plans and schedule	13	0	-	-
Number of households that benefitted from completed KC-NCDDP-AF sub-projects or Households benefitting from sub-projects	2,038	0	-	-
Percentage of Pantawid Pamilya community members employed in KC-NCDDP-AF sub-projects	TBD	25%	-	-
Total no. of volunteers trained on CDD	1,976	4,152	-2,176 or -52.4%	Major Deviation
Percentage of women volunteers trained on CDD	63.4%	50%	+13.4%	Minor Deviation
Percentage of paid labor jobs created by KC-NCDDP projects are accessed by women	46.9%	35%	+11.9%	Minor Deviation
Number of conflict vulnerable areas (CVAs) provided with disaster response services	46	39	+7 or +18%	Minor Deviation

There were a total of 13 sub-projects completed in CY 2021 under KC-NCDDP Additional Financing having a total of 2,038 households benefitted from the completed sub-projects. While the remaining target communities to be implemented with KC-NCDDP Additional Financing sub-projects will be implemented in CY 2022. For the implementation in CY 2021, there were only 49 out of 51 target municipalities were implementing KC-NCDDP-AF, since one (1) municipality waived from program implementation through an SB resolution, while the other one (1) municipality still has indefinite decision whether to pursue with program engagement.

## B. KALAHI CIDSS – KKB

### Output-Level Indicator(s)

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of communities implementing KC-KKB				
a. Region	1	1	0	Full Target Achieved
b. Province	4	4	0	Full Target Achieved
c. Municipality	8	8	0	Full Target Achieved
d. Barangay	10	10	0	Full Target Achieved
Number of KC-KKB sub-projects completed in accordance with technical plans and schedule	10	10	0	Full Target Achieved
Number of households that benefitted from completed KC-KKB sub-projects or Households benefitting from sub-projects	9,830	9,733	+37 or +0.03%	Minor Deviation
Number of family beneficiaries served through Balik Probinsya Bagong Pag-asa Program	153	253	-100 or -39.5%	Major Deviation

For KC-KKB, a total of 10 sub-projects completed in CY 2021 across 10 barangays in 8 municipalities in Caraga region. Out of the completed sub-projects, 9,830 households have benefitted. In addition, there were a total of 153 families were served through Balik Probinsya Bagong Pag-asa (BP<sup>2</sup>) Program. However, the accomplishment for BP2 is less than the expected target beneficiaries due to other factors that beyond the control of KC - Regional Program Management Office (RPMO).

### C. KALAHY CIDSS – PAMANA (IP-CDD)

#### Output-Level Indicator(s)

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of communities implementing KC-PAMANA IP-CDD				
a. Region	1	1	0	Full Target Achieved
b. Province	4	4	0	Full Target Achieved
c. Municipality	39	39	0	Full Target Achieved
d. Barangay	202	202	0	Full Target Achieved
Number of KC-PAMANA-IP-CDD sub-projects completed in accordance with technical plans and schedule	290	291	-1	Minor Deviation
Number of households that benefitted from completed KC-PAMANA-IP-CDD sub-projects or Households benefitting from sub-projects	82,939	64,110	18,829	

The IP-CDD modality of the KALAHY-CIDSS also provides interventions to the 23 CADTs in the region, especially to the conflict-affected communities, a total of 290 sub-projects completed in CY 2021 across 202 barangays in 39 municipalities in Caraga region with a total of 82,939 beneficiaries. The 39 municipalities within those CADT areas, which are classified as Conflict-vulnerable (if not conflict-affected), were provided with services or interventions to aid them in responding with the current pandemic. Basically, the CDD approach ensures the participation of the community in the process where the Tribal Leaders of the CADT and the LDRMCs of the engaged LGUs, with the able representation of the community volunteers, are at the forefront of the implementation. There are also covered areas in NCDDP-AF which form part of the 46 CVAs provided with disaster response services.

#### Financial Performance: Current Appropriation – FY 2021

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
KC-NCDDP-AF	184,026,800.21	184,026,800.21	128,334,157.37	100.00%	69.74%
KALAHY-CIDSS-KKB	18,226,420.72	18,226,420.72	10,193,957.74	100.00%	55.93%
KC-PAMANA	249,371,755.40	249,371,755.40	227,321,983.50	100.00%	91.16%

## Financial Performance: Continuing Appropriation – FY 2020

Program/Activity/Project	Total Actual Allotment	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%
KC-PAMANA	40,989,521.44	40,989,521.44	40,507,536.44	100.00%	98.82%

## OVERALL ASSESSMENT:

In CY 2021, program facilitators and implementers have managed to facilitate the different CEAC activities despite the necessary restrictions imposed in the localities. Various trainings were conducted by the regional staff both to the ACT and MCT of covered municipalities, online platforms have been maximized to actualize certain deliverables and activities, program facilitators provide regular technical assistance to the field and their counterpart staff in the municipalities. The participation of the community members, despite the limitation in numbers, is still being ensured in the planning, decision-making, and implementation. Specifically, the substantial involvement of the marginalized sectors (particularly women) in the different aspects of the program, such as in labor, has been evident. Unmet targets are provided with corresponding reasonable justifications, particularly those which are beyond the control of the RPMO. The program has been responsive also of the non-contentious to highly contentious issues and concerns from stakeholders, thru the Grievance Redress System, which have bearing to the program design and process.

The aforementioned efforts are not without gaps and challenges as there are certain issues and necessary concerns attendant to the program implementation, as discussed in this report, which need to be looked into by the program management and its stakeholders to improve the facilitation. One concern for emphasis is that there are certain MCTs which still need their capacities to be increased in the area of facilitation as well as in their knowledge and understanding of the CEAC. This is affected by certain factors including the employment status of the MCTs (i.e. some are organic or have Job Order status), the lack of experience, and the lack of enough equipment (e.g. laptops) to aid in the facilitation of outputs including the population of data to the official databases. Relatedly, the transfer of knowledge and the ensured retention of learnings and knowledge for CDD institutionalization on the part of the municipality may also be a challenge since majority of the MCTs have employment status that are dependent on the incumbency of sitting local officials. Nevertheless, the program is unceasing in its provision of essential technical assistance and guidance to the MCT, thru the ACTs-assigned, in the operationalization and facilitation of the various deliverables and interventions.

Another challenge posed to the program implementers throughout the remaining years of the program is the need to endeavor in directing the focus and attention of the engaged communities and/or LGUs to the “main project” and not just to the “subprojects” of the program. This is important for the LGU to increase their appreciation and understanding of the CDD and thereby will ready its instrumentalities should this approach be institutionalized and/or devolved to them. What may aid this is the need for the field staff to provide regular reports to the LGU detailing for example the different training or interventions provided to the communities, the number of community volunteers capacitated, and the women participation.

## **RECOMMENDATION:**

With many areas experiencing the severe aftermath of the typhoon, the demand or priorities of the affected communities may have shifted, thus the need to revisit them, especially those which are yet to commence in the sub-project implementation stage. With this, the RPMO is in need of complete and clear guidelines from the national management for the immediate facilitation on our end, given the seemingly urgent provision of needs.

Parenthetically, the program management may also consider revisiting on the amount or volume of the documentary requirements for the program and the need to reasonably reduce these requirements without compromising the control measures of the program. This may come in the form of identifying and addressing supposed redundancies in the program requirements (e.g. attachments/documents for CFW and/or BP2 Program). This would redirect some attention and time, especially of the field implementers, towards enhancing and improving the political and economic empowerment activities on the ground. This since it has been observed that the field staff have been devoting much time, within the limited timeline, on the compliance to voluminous documents. Relatedly, the national management may also consider the need to exert a more innovative effort to aid the RPMOs in achieving paperless transactions in the review, compliance, and submission of the documents, especially the RFR attachments and SP Full-blown Proposals, to save more resources and for the facilitation to be more cost and time efficient.

In addition, it is highly recommended that there is positive improvement in as far as the downloading funds or budget. Essentially, the timeliness of its provision has bearing in the accomplishment of program targets, particularly in the sub-project implementation and completion.

On a broader lens, there could be a need to assess the DROM design of the program. Concerned units may look into and/or test the hypothesis whether the inherent design of the program is feasible for immediate disaster response. This since there are literatures which show that most of the disaster response measures have top-down approach as the decision-making hinge on few proficient entities or individuals, thus prompt provision of response is certain or at least ensured. One may look further on the feasibility of the program more on the disaster recovery or disaster preparation stages since these are designed on long-term basis. An objective assessment on this may help the program, and its CDD approach, to better position itself in the aspect of disaster management.

## 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	97	155	-58 or -37.4%	Major Deviation
a. RRCY	63	94	-31 or -32.9%	Major Deviation
b. HFG	34	61	-27 or -44.2%	Major Deviation

**The residential care facilities in DSWD Field Office Caraga were able to serve a total of 97 clients throughout CY 2021.** Out of the 97 total clients served, 63 clients or 65% were served through Regional Rehabilitation Center for Youth (RRCY), while the Home for Girls (HFG) has served a total of 34 clients or 35%. 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	63.9	30.0%	+33.9%	Major Deviation

**Percentage of clients rehabilitated in residential care facilities surpassed the target.** Out of the 97 clients served in residential care facilities, there were 62 clients who were assessed as rehabilitated. Of which, 43 were from RRCY, and 19 were from HFG. Hence, it has an outcome result of 63.9% accomplishment rate.

#### **Financial Performance: Current Appropriation - FY 2021**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Provision of Services to Centers and Institutions	49,837,724.00	49,837,724.0	43,235,829.39	100.00%	86.75%

#### **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 HFG highly recommends continuing development and enhancement of activities during the context of pandemic with active involvement of the residents, their families, the community, and other stakeholders with a corresponding budget.

Further, provision of support intervention to staff along mental health shall be given paramount consideration. The HFG operation has to consider activities and helping strategies to be set with flexibility based on the current need but within the financial capacity and mandate of HFG and in line with the Response and Recovery Plan.

Also, considering the current pandemic, it is recommended to lower the target number of clients to be served in residential facilities.

##### *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				
○ 10th Cycle Implementation: (SY 2020-2021)	73,776	75,791	-2,015 or -2.7%	Minor Deviation
○ 11th Cycle Implementation (SY 2021-2022)	77,480	75,791	+1,689 or +2.2%	Minor Deviation

**Number of children provided with supplementary feeding fall behind the target for 10th Cycle Implementation.** The 10th Cycle Implementation SY 2020-2021 ended last May 31, 2021. The resulted output has a negative minor deviation with a 97.34% accomplishment rate. The Program was able to provide supplementary feeding to the 73,776 children across the region, having a variance of 2,015 from the target of 75,791 children. The current pandemic situation has adversely affected the program implementation during SY 2020-2021. The implementation at local level experienced difficulties in exploring additional children to be enlisted as enrollee for Day Care Centers considering the rising number of COVID-19 infections resulted in granular lockdowns in the community, and strict impositions of the health protocols.

**Increased number of children provided with supplementary feeding in 11th Cycle Implementation.** As of December 31, 2021, the program recorded a total of 77,480 children provided with supplementary feeding during 11<sup>th</sup> cycle implementation. This 3,704 or 5% more than the total served beneficiaries in previous cycle implementation.



**Outcome-level Indicator(s):**

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of malnourished children in CDCs and SNPs with improved nutritional status				
<b>(10<sup>th</sup> Cycle Implementation: SY 2020-2021)</b>				
a. Severely underweight to Underweight	56.4% (237/420)	20%	-	-
b. Underweight to Normal	74.2% (2210/2977)	80%	-	-
c. Overweight to Normal	94.7% (8767/9257)	NT	-	-
Percentage of children in CDCs and SNPs with sustained normal nutritional status (10th Cycle Implementation)	100% (69,935/69,935)	NT	-	-

**Financial Performance: Current Appropriation - FY 2021**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Supplementary Feeding Program	146,388,680.00	146,388,680.00	145,388,969.53	100.00%	99.32%

**Financial Performance: Continuing Appropriation - FY 2020**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Supplementary Feeding Program	1,927,862.94	1,927,862.94	1,927,862.94	100.00%	100.00%

**OVERALL ASSESSMENT:**

The implementation of Supplementary Feeding Program (SFP) is timely and relevant program during this time of pandemic. Plenty have lost their jobs and businesses were closed. Many got infected with Covid 19 and health deteriorated. A lot are affected because of this circumstance.

SFP helped addressed hunger during this time. The aim to achieve an improvement of weight becomes secondary. To achieve an 80% improvement of underweight to normal was difficult to achieve since the hot meal intended for the beneficiary was shared by the whole family. The family appreciated the meals because it brought food on their tables.

The Parent Effectiveness Seminar (PES) which is a very important component of the program was not implemented due to issuance of "no social contact" policy by the LGUs. PES is to provide avenue for the parents to improve or expand their knowledge on health and nutrition thus achieve behavioural change.

**RECOMMENDATIONS:**

- For the Program Management 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. Considering 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.

### III. SOCIAL WELFARE FOR SENIOR CITIZENS SUB-PROGRAM

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

#### A. SOCIAL PENSION FOR INDIGENT SENIOR CITIZENS

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

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

#### ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

##### Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of senior citizens who received social pension within the semester (1 <sup>st</sup> Semester)	168,807	170,000	-1,193 or -0.70%	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	99.30%	100%	-0.70%	Minor Deviation

**82.5% of the targeted Social Pension beneficiaries have received their grants.** Out of 170,000 target beneficiaries, only 168,087 or 99.30% Social Pensioners were able to receive the stipend. The Social pension activities such as pay-out was deferred since most of the municipalities in Caraga Region were severely affected by Typhoon Odette during December thus, the program failed to serve all the target beneficiaries to some target localities.

**Financial Performance: Current Appropriation - FY 2021**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Pension for Indigent Senior Citizens	1,044,865,000.00	1,044,865,000.00	1,014,181,692.05	100.00%	97.06%

**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	7,418,704.77	100.0%	99.03%

**OVERALL ASSESSMENT:**

The current COVID-19 pandemic and the impact of Typhoon Odette has adversely affected the program implementation of Social Pension for Indigent Senior Citizen. As such, some eligible beneficiaries were unable to claim their stipend through pay-outs. Also, the program faced constraints in terms of human resource. There is limited staff to perform validation to the remaining active and waitlisted beneficiaries.

**RECOMMENDATIONS:**

The Program shall prioritize the conducts of pay-outs for the unclaimed and additional beneficiaries on 1<sup>st</sup> Quarter of 2022.

**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	20	20	0%	Full Target Achieved

In CY 2021, a total of 20 Centenarians for the year were provided with cash gifts amounting to Php 2,000,000.00 and registered a 100.00% accomplishment rate.

However, there are still 16 unpaid and waitlisted centenarians which is expected to be paid in 1<sup>st</sup> Semester of CY 2022. 14 out of 16 applicants have already submitted complete documents and the remaining two (2) will follow to submit the lacking requirements.

#### Financial Performance: Current Appropriation FY - 2021

Program/Activity/ Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligation	Disbursement
Implementation of RA No. 10868 or the Centenarian Act of 2016	2,232,764.71	2,232,764.71	2,198,298.84	100.0%	98.46%

### RECOMMENDATIONS:

For Central Office to allocate additional budget for Cash Gifts for eligible and waitlisted Centenarians and additional funds for Administrative costs of the Centenarian Program at the Field Office.

## 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	192,863	82,386	+110,477 or +134.10%	Major Deviation

**Number of beneficiaries served through AICS increased.** The DSWD Field Office Caraga, through AICS, has served 192,863 clients for the entire year comprising the psychosocial services, medical assistance, food, burial, educational, transportation and cash assistance with the total disbursed amount of Php 1,275,162,274.51 pesos. Among these numbers, 77,089 were male and 115,774 were female; 61,591 were walk-in clients while 131,272 were

referred clients. With the various assistance extended, cash assistance is the most sought after with 128,376 clients due to the pay-outs, followed by medical assistance with 44,168 clients, then followed by burial assistance with 10,392 clients, 8,326 clients availed food assistance, 1,248 clients availed educational assistance and only 353 clients availed the transportation assistance. The annual accomplishment of served clients is way beyond the target since more families sought various kinds of assistance to augment their situation.

More families are currently in very desperate and traumatic situation especially those affected with the Coronavirus Disease in which medical and burial assistance were likely requested while some families lost their jobs and likely to seek financial and livelihood assistance from the Department to augment their basic and immediate needs. Psychosocial services thru counselling were also extended as well as prompt debriefing to clients who lost their loved ones and those who are struggling with distressing circumstances.

Type of Assistance	No. of clients served	Total Amount of Assistance	Percentage Share
Medical	44,168	395,581,979.59	40.51%
Burial	10,392	93,831,850.31	9.60%
Cash	128,376	462,869,535.60	47.40%
Food	8,326	18,756,809.77	1.92%
Transportation	353	950,153.19	0.097%
Educational	1,248	4,446,738.00	0.455%
<b>TOTAL</b>	<b>192,863</b>	<b>976,437,066.46</b>	<b>100%</b>

#### 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	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
AICS	657,078,973.08	569,230,899.83	458,308,436.98	86.63%	80.51%

#### Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
AICS	258,264,753.32	258,264,753.32	257,978,125.90	100.00%	99.89%

## OVERALL ASSESSMENT:

In CY 2021, the implementation of the program is way beyond the expected outcome especially that more families need assistance. Stressful circumstances filed up and the Field Office especially the AICS unceasingly convey the people in the community that the “Malasakit at Mapagkalingang Serbisyo” of DSWD is available 24/7 especially those in emergency situations. Despite the ongoing travel restrictions implemented, constant delivery of services was attained. Prompt provision of assistance and services were provided to walk-in and referred individuals. Influx of 8888 referrals were catered on time also as well as other referrals such as from the Office of the President and from the municipal and provincial LGUs. Social Workers and support staffs were deployed to LGUs to conduct validation and assessment prior to the provision of assistance to ensure that there will be no duplication of assistance provided. Hiring of staff were done also to increase the manpower in the main office and also to all the satellite offices in order to fast track the delivery of assistance.

## RECOMMENDATIONS:

ISSUES/ CONCERNS	ACTIONS TAKEN	RECOMMENDATIONS
Congested office space of the CIS in the Field Office and Satellite Office and limited space to accommodate the walk-in 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
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.	<ul style="list-style-type: none"><li>- Still following the guidelines</li><li>- Social Workers are using their weekend in preparing SCSRs to cope the prescribed timeline</li></ul>	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
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	CIU staff were identified to be included in other trainings to enhance their competencies so they can apply for regular positions in other divisions	<ul style="list-style-type: none"><li>-Provision of hazard pay and other benefits to staff</li><li>-CO to create Contractual and Regular position, if possible, to ensure security of tenure among CIS staff.</li><li>-CO to include updates on the implementation of Mandanas Ruling</li></ul>

expose to various illness especially COVID19.		
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 equipment to purchase needed equipment.	CO to allocate funds for capital outlay especially for IT and office equipment with high price value above 15K.

## **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:**

The Adoption Resources and Referral Unit (ARRU) has served a total of 212 adoption cases of which 88 are male and 124 are female. Based on clientele category, there are a total of 141 surrendered children, 38 are abandoned, 12 are foundling, 7 are neglected and 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 a new birth certificate and are subject to closure, with ongoing court hearings while others are still for declaration as legally available for adoption.

On the other hand, a total of 71 foster children were served for the year of which 38 are female and 33 are male. Of the 71 children, a total of 6 children were discharged from foster care following favourable assessment on the family reintegration of the children or transferred to



adoption cases following the issuance of Certification Declaring A Child Legally Available for Adoption.

**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 CDCLAA	9	15	-6 or -40%	Major Deviation
b. Number of Children Placed Out for Domestic Adoption Issued with PAPA/ACA	6	12	-6 or -50%	Major Deviation
c. Children Placed Out for Foster Care	71	62	+9 or +14.52%	Minor Deviation
d. Children Endorsed for Inter-country Adoption	1	1	0	Full Target Achieved

Given the data above, the ARRU failed to achieve the full targets along with placement of children through domestic adoption through the issuance of CDCLAA and ACA/ PAPA. These can be attributed to the pending cases at the CO which are still subject for the issuance of CDCLAA. In relation to this unaccomplished target, the issuance of ACA/ PAPA is affected because it is dependent on the availability of children declared legally available for adoption. Meanwhile, the high number of independent placement or direct entrustment cases also contributes to the delay of Prospective Adoptive Parents to comply with the necessary documents despite a series of follow-up.

**Financial Performance: Current Appropriation - FY 2021**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Alternative Family Care Program (Adoption)	10,975,569.40	10,975,569.40	5,561,695.10	100.00%	50.67%

**Financial Performance: Continuing Appropriation - FY 2020**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Alternative Family Care Program (Adoption)	20,760.00	20,760.00	11,092.00	100.00%	53.43%

**OVERALL ASSESSMENT:**

The Alternative Family Care Program is the government's response to children in need of alternative family when their biological family is unable to provide the care and love they need. Under this program, children are placed either through foster care or adoption. In so far as the OPC targets are concerned, the targets were achieved given the availability of social workers to manage the cases, availability of funds to implement various programs, and conduct advocacy activities. Despite the pandemic, the FO staff were able to facilitate the activities either virtual or in person.



## RECOMMENDATION:

For the year 2022, the Field Office will focus on increasing the number of developed regular prospective adoptive parents and regular foster parents, facilitating the petition/application of children to be declared legally available for adoption. In so doing, there will be more children to be placed to Foster Family or Adoption Family through the issuance of Foster Placement Authority and Pre-Adoption Placement Authority. In order to achieve these targets, the ARRU will continuously conduct the monitoring and provision of technical assistance, stringent review of adoption applications and capacitate the staff through trainings and capability building activities.

### 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	77	ANA	-	-

**Number of minors who travelled abroad increased a little from previous year.** The number of minors issued with travel clearance increased a little by 6% or 4 Minors from 72 in CY 2020. The slow increase of applicants is mainly due to the emergencies of COVID-19 pandemic. For the year of 2021, there were 170 inquiries facilitated by the MTA Unit. Out of these numbers, only a total of 77 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 77 minors, 57 are new applicants while 20 are subsequent travels. These new applicants and subsequent travels are those minors who join and visit their parent/s abroad.

**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 170 inquiries from January to December 2021, there were only 77 who applied for travel clearances and 127 who answered the Client Satisfaction Survey (CSS). Out of 127 who answered the CSS, 120 of them are Very Satisfied of the quality service provided to them while only 7 are Satisfied. Generally, the Customer Satisfaction Survey has positive result.

**OVERALL ASSESSMENT:**

There is smooth implementation of Minors Travelling Abroad (MTA) in the year 2021 especially that the office only issued Seventy-Seven (77) travel clearances. These applicants provided positive feedback in Customers Satisfaction Survey as they were happy to the prompt action on their request. However, there were travel clearances being issued more than the prescribed time frame even it was already approved and ready for release within 1-3 days processing time due to the following reasons;

- Applicant/s chose not to stay longer in the office during processing time to spare themselves from acquiring CoVid virus while staying together with other clients at the waiting area despite the office closely implemented health protocols like social distancing, wearing of face mask/shield and others. They would pick up the travel clearance during their convenient time especially when minor's travel is not urgent.
- MECQ/Lockdowns, travel restrictions and other hindrances due to pandemic could also be the reason that applicant/s failed to pick up the travel clearance when informed.
- Some applicant/s from provinces will return home right after the submission of the required documents and pick up the travel clearance during minor's schedule of appointment at DFA for passport.

**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 Pantawid Pamilya	187,179	187,179	0	Full Target Achieved
b. UCT Social Pension	30,037	140,000	-109,963 or -78.6%	Major Deviation
c. UCT Listahanan	72,686	79,834	-7,148 or -8.95%	Minor Deviation
Number of beneficiaries served (FY 2020 Grants)				
a. UCT Pantawid Pamilya	187,766	187,766	0	Full Target Achieved
b. UCT Social Pension	46,559	168,163	-121,604 or -72.3%	Major Deviation
c. UCT Listahanan	40,839	79,834	-38,995 or -48.9%	Major Deviation

For UCT-Listahanan CY 2019, the Landbank of the Philippines (LBP) released grants through On-site and/or Off-site payments. Payouts for the unpaid UCT-Listahanan beneficiaries resumed in February 2020 but were suspended in March 2021 due to a public health emergency declaration caused by CoViD-19 pandemic. In the later of June 2021, the payout was resumed following the strict health and security protocols.

Moreover, UCT- Socpen CY 2019 grants were partially distributed via Over the Counter (OTC), the rest of the municipalities were to be distributed with cash cards.

For FY 2020 grants, the accomplishment of the Regional Office solely relies on the cash cards that will be turned-over to LBP servicing branches. In 2021, grants downloaded on beneficiaries' cash cards were for 2020. As of to date only 51,812 UCT-Listahanan and 53,571 UCT Socpen have cash cards and have been credited with grants for 2020. The remaining cash cards are for generation and for top up.

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

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Tax Reform Cash Transfer Project	8,309,968.76	8,309,968.76	8,020,090.60	100.00%	96.51%

Continuing funds have been fully obligated and the remaining amount for disbursement will be done in the first quarter of this current fiscal year.

## **OVERALL ASSESSMENT:**

Caraga is only waiting for the following update from LBP:

1. Printing of cash card for Batches 2 and 3 of UCT-Listahanan beneficiaries;
2. Printing of Cash cards for UCT-Socpen beneficiaries;
3. Once printed, FO Carga will be coordinating the LBP Branches of the availability of the cash cards at the LBP branches. If said cash cards are already downloaded with grants, a payout is scheduled in coordination with the LGUs and LBPs.
4. Unclaimed grants are also expected to be released by LBPs before the end of the year;

If the aforementioned activities are done, Caraga will be able to finish the deliverables before the end of the 1st quarter of CY 2022.

## **RECOMMENDATIONS:**

The LBP Central Office needs to fast track the printing of the cash cards specifically for UCT - Listahanan Batches 2 and 3 and UCT-Social Pension. For now, we are only waiting for the update. The distribution of cash cards follows once the grants are already downloaded to the cash cards of the beneficiaries.

Field Office Caraga hopes to furnish a UCT Program Terminal Report before the 1st quarter of CY 2022 ends.

## **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 mandate 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	85	65	+20 or +30.7%	Major Deviation

**Number of trafficked persons provided with social welfare services increased in CY 2021.** The Field Office has served 85 old and new cases in CY 2021, which exhibits an increase of 27% from 67 cases served in the in CY 2020. Out of the served cases in 2021, 56 are females and 29 are males. All these cases are unfortunately coming from CARAGA region, particularly from the province of Surigao del Sur for having the highest number, followed by the province of Agusan del Norte, Surigao del Norte comes next, and is followed by Agusan del Sur and the province Dinagat Islands for having only 1 case. Categories comprising the cases are sexual exploitation/prostitution, labor exploitation, Online Sexual exploitation and illegal recruitment.

### Outcome-level Indicator(s):

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of assisted individuals who are reintegrated to their families and communities	98.8%	95%	+3.8%	Minor Deviation

**98.8% of assisted individuals are reintegrated.** This 84 out of 85 trafficked persons provided with social welfare services. There is 1 OSEC case who is presently in a shelter facility to provide this victim-survivor a safe environment and to ensure that she will be provided with proper interventions like physical, mental, and psychosocial skills. During the rescue operation, she was provided with food assistance thru hot meals, hygiene kits and psycho-education by the Social Workers to help her manage her situation.

### Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Recovery and Reintegration Program For Traffic Persons (RRPTP)	2,111,721.00	2,111,721.00	1,426,752.14	100.00%	67.56%

## OVERALL ASSESSMENT:

there are delays in the provision of some services due to some restrictions brought by pandemic but significantly the targets/deliverables are met and the program's implementation is considerably implemented.

Likewise, despite of the Contract of Service status, RRPTP social workers actively responded and assisted our partner in the law enforcement agencies in the conduct of five (5) rescue operations conducted in the region which successfully saved children and women. They are

likewise required to escort these survivors in court appearances and testify before the court as complainants and witnesses. The legitimate operations rescue, entrapment and arrest of the perpetrators is stemmed from a strong partnership of police authorities' local, national and foreign counterpart, inter-agencies and other stakeholders who have been proactively fighting to end this kind of horrendous acts.

Home visits, referrals, case conferences and orientation on child related laws were conducted that RRPTP Social Workers are working collaboratively with multidisciplinary team, partner agencies and other stakeholders not only for winning the case but more importantly for the recovery and healing of the victim-survivors. Similarly, through the program we partnered with our NGO partner in the conduct of a training to capacitate our LGU Social Workers and WCPDs. 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	416	703	-287 or -40.8%	Major Deviation

### Outcome-level Indicator(s):

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

### Number of served distressed and undocumented Overseas Filipinos (OFs) decreased.

In CY 2021, there were a total of 416 distressed and undocumented Overseas Filipinos (OFs) or 49%.3% decrease from 813 served in CY 2020. It is important to note that the influx of repatriated Overseas Filipinos during 2020 is mainly due to COVID-19 Pandemic. Majority of the OFs were from other countries e.g., Ethiopia, Singapore, Vietnam, Indonesia, Papua New Guinea and among others with the total of 148, Saudi Arabia alone comes second with the highest with the total number of 126, 57 were from United Arab Emirates, 42 from Kuwait, 23 coming from Qatar, 14 from Hong Kong, and lastly 6 are from Malaysia.

However, the total number of Overseas Filipino Workers provided with social services from the office for FY 2021 is only 416 thus not reaching the actual target of 703 due to various reasons. Only few of the Returning Overseas Filipino this year are eligible for the program. Also, there are only few referrals from ISSO central office and Social Welfare Attaches. Further, the office even conducted an information drive together with other concerned agencies and also a text brigade to the returning OF with the help of the data sheets shared by the OWWA pertaining to OFs contact information who returned in Caraga Region since 2020 until present, yet still only few of them availed the social services in the office.

### Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Services to Distressed Overseas Filipinos (ISSO)	429,816.00	429,816.00	373,552.36	100.00%	86.91%

## OVERALL ASSESSMENT:

Returning Overseas Filipinos who came in the office were assisted and provided with social services as per assessment by the attending social worker. Among the social services offered by the office were financial assistance through CIS-AICS funds, psychosocial counselling, provision of family food packs, referrals to other programs and also to other concerned agencies.

Earlier on the year 2020 covid-19 pandemic sowed dread across the globe. Number of Overseas Filipinos were severely affected by this happening causing the early termination of their contract. Some also overstayed in their workplace due to the localized lockdown and

strict protocol in terms of the entry of individuals coming from foreign countries to minimize the number of cases. With this, huge number repatriation of OFs, walk-in clients and referred clients seeking for assistance were already expected. However, there has been a tremendous number of clients already served last year which may have affected the deteriorating number of clients coming in the office this year to avail assistance.

## **RECOMMENDATION:**

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

<b>Issues and Concerns</b>	<b>Action Taken</b>	<b>Recommendations</b>
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.
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.
OFs were not fully aware of the social services they can avail after their repatriation	Coordination with other concerned agencies	Conduct of regular annual implementation review/consultation dialogue of the program along OFs in distress and their families to discuss the issues and concerns.
Large number of target clients to serve	Submit justification to CO to lower the target	Lowering the target for the next year since the number of returning OF is uncontrollable



## **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 in-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 four (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:**

Throughout CY 2021, The DSWD Field Office Caraga continuously provides resource augmentation to LGUs affected by disasters such as fires and weather disturbances. The Severe Tropical Storm (STS) Auring, which impacted all five (5) provinces in the region and displaced thousands of families and persons were provide with disaster-response services from the Department. Also, the Typhoon "Odette" has entered the Philippine Area of Responsibility (PAR) and made its first landfall on December 16, 2021 in Siargao Island, Surigao del Norte and then in the municipality of Cagdianao, Province of Dinagat Islands, marking two out of its nine recorded landfalls in the country. Typhoon "Odette" has totally ravaged the entire towns of both Siargao and Dinagat Islands, and most coastal municipalities of Surigao del Norte mainland and the City of Surigao. The severity of magnitude of Typhoon "Odette" has affected all major lifelines entire Caraga region such as the absence of electricity, water and food supplies, telecommunication lines and essential facilities. Despite the challenge of communication and transportation, the Filed Office managed to deliver augmentation assistance to families affected by Typhoon Odette.

In addition, due to the COVID-19 pandemic, the DSWD also provides augmentation assistance to LGUs 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	352	100	+252 or +252%	Major Deviation
Number of LGUs with prepositioned relief goods	N/A	N/A	-	-
Number of poor households that received cash-for-work for CCAM	70,260	71,961	-1,701 or -2%	Minor Deviation
Number of LGUs provided with augmentation on disaster response services	78	ANA	-	-
Number of internally displaced households provided with disaster response services	144,154	ANA	-	-
Cash for work for Community Works	0	ANA	-	-
Food for Work for Community Works	0	ANA	-	-
Number of households with damaged houses provided with early recovery services	2,861	ANA	-	-
Percentage compliance to the mandated stockpile	1 <sup>st</sup> Sem: 100% 2 <sup>nd</sup> Sem: 0%	100%	-	-

**352 staff trained on disaster response-related activities.** The Program through Disaster Response and Management Division was able to train a total of 352 staff in CY 2021 which is 252 more than the 100 targeted staff. Of the total trained participants, 144 are male and 208 are female. Positive major deviation was observed considering that additional trainings were conducted during the 3rd and 4th quarter of 2021 to enhance the newly installed Quick Response Team members regarding DRR concepts.

**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.

**97.63% of target RRP-CCAM Beneficiaries received Cash-for-work.** In CY 2021, the Field Office Caraga was able to successfully implemented the RRP-CCAM implementation for year 2021. The Field Office was able to distribute Cash-for-Work to 70,260 out of the 71,961 target beneficiaries which translates to 97.63% accomplishment rate. Minor deviation was observed for RRP-CCAM implementation considering that the F.O were not able to conduct the scheduled special pay-outs to unserved beneficiaries considering that the region was hit by typhoon ODETTE during the mid of December. Pay-out will be conducted during the 1st quarter of 2022.

**Provided disaster response services to the most vulnerable families.** LGUs in Caraga were provided with augmentation on disaster response services which account for 144,154 families. These are the families affected by fire incidents, community quarantine due to COVID-19 pandemic, and weather disturbances specifically STS Auring and TY Odette.

**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)	99.13%	100%	-0.87%	

**99.13% of disaster affected-households assisted with early recovery services.** The Field Office also implemented early recovery and rehabilitation services. The Field Office was able to distribute the Emergency Shelter Assistance with Cash-for-Work component to families with damaged houses as response to the last year's Tropical Depression Vicky and STS Auring. A total of 2,861 out of 2,886 households with validated damaged houses were paid, with an accomplishment rate of 99.13%. The assistance was not distributed to all the target households since some of LGUs have waived the ESA/CFW implementation considering the low number of target beneficiary to be assisted. While some beneficiaries are ineligible to receive the financial assistance and some are no longer physically residing in the target area.

**Financial Performance: Current Appropriation - FY 2021**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Disaster Response and Rehabilitation Program	196,405,816.00	196,405,816.00	191,204,831.19	100.00%	97.35%
Quick Response Fund (QRF)	67,610,800.00	67,610,800.00	65,571,472.77	100.00%	96.98%
Implementation and Monitoring of Payapa at Masaganang Pamayanan (PAMANA) Program - Peace and Development Fund	249,371,755.40	249,371,755.40	227,321,983.50	100.00%	91.16%

**Financial Performance: Continuing Appropriation - FY 2020**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Disaster Response and Rehabilitation Program	879,365.08	879,365.08	759,901.58	100.00%	86.41%
Quick Response Fund (QRF)	261,074.75	261,074.75	261,074.75	100.00%	100.00%
Implementation and Monitoring of Payapa at Masaganang Pamayanan (PAMANA) Program - Peace and Development Fund	40,989,521.44	40,989,521.44	40,507,536.44	100.00%	98.82%

**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 Annual Target also attained successfully despite the challenges brought by the ongoing COVID-19 pandemic.

### **RECOMMENDATION:**

With the ongoing COVID-19 pandemic and the on the ongoing disaster response for typhoon Odette, it is recommended that the Field Office 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 and to give immediate solutions to pressing issues;
- Conduct regular monitoring and program assessment to check whether the program implementation is still on-track;
- Continue the conduct of site validation and project monitoring to check whether the projects implemented especially under the RRP-CCAM is aligned with the project proposals project objectives;
- Regular conduct Regional Disaster Response Committee meetings to address the gaps on the committee's disaster response along Typhoon Odette affected families;
- Attendance to RDRRMC Full Council meetings to be fully updated with the latest issuances along DRRM which will help the Field Office in delivering its mandate along disaster response.

### **WAYS FORWARD:**

- Coordinate with the Disaster Response Management Bureau (DRMB) on the provision of Emergency Shelter Assistance for Typhoon Odette damaged houses;
- DRMB to continuously provide augmentation for food and non-food items to Field Office Caraga for the continuous provision augmentation assistance to the typhoon affected families; and
- Provision of Emergency Shelter Assistance with Cash-for-Work component and Emergency Cash Transfer assistance to typhoon Odette affected families in accordance to Central Office's memorandum and guidelines.

## **ORGANIZATIONAL OUTCOME 4:**

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

This organizational outcome four (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.

#### **Output-level Indicator(s):**

<b>Output Indicators</b>	<b>Accomplishments</b>	<b>Targets</b>	<b>Variance</b>	<b>Assessment</b>
Number of SWAs and SWDAs registered, licensed and accredited				
a. Registered Private SWAs	6	2	+4 or +200%	Major Deviation
b. Licensed Private SWAs and Auxiliary SWDAs	4	2	+2 or +100%	Major Deviation

c. Accredited SWDAs	0	0	-	-
Number of CSO accredited				
a. Implementing Partner CSOs (Validated)	0	0	-	-
b. Beneficiary Partner CSOs Accredited	124	ANA	-	-
Number of service providers accredited				
a. SWMCCs	5	ANA	-	-
b. PMCs	40	15	+25 or +167%	Major Deviation
c. DCWs(ECCD Services)	291	263	+28 or +10.6%	Minor Deviation
Percentage of SWDAs with RLA certificates issued within 30 working days upon receipt of compliant application	100% (470/470)	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	2	1	+1 or +100%	Major Deviation

**Exceeded the target number of SWDAs for registration and licensing in CY 2021.** As part of its regulatory function, the DSWD shall 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. In CY 2021, the Field Office Caraga registered six (6) Private SWAs/Auxiliary SWDAs and four (4) of which granted license to operate in which exceeded the set target for this year. The following are the 6 SWDAs registered and 4 SWDAs licensed:

***SWDAs Registered:***

1. Foundation for the Development of Agusanon's, Inc. (FDAI)
2. Friendship Goals Society Caraga Butuan Inc.
3. Surigao Economic Development and Microfinance Foundation, Inc.
4. Propegemus Foundation, Inc.
5. Makabata Home, Inc.
6. Philippine Free Methodist Social Ministries Inc.

***SWDAs Licensed:***

1. Foundation for the Development of Agusanon's, Inc. (FDAI)
2. Friendship Goals Society Caraga Butuan Inc.
3. Surigao Economic Development and Microfinance Foundation, Inc.
4. Propegemus Foundation, Inc.

**17 Beneficiary Partner CSOs were accredited in CY 2021.** The FO Caraga has accredited at total of 124 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.** The DSWD recognized service providers who complied with DSWD Standards. The Field Office accredited 40 individuals who met the requirements for the accreditation set forth by DSWD to provide pre-marriage counselling. The highest number of PMCs accredited were recorded

in 1<sup>st</sup> Semester with 35 PMCs while only 5 PMCs were accredited during 2<sup>nd</sup> Semester which surpassed 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	90% (18/20)	80% (16/20)	+10%	Minor Deviation
a. Registered and Licensed SWAs	90% (9/10)	90% (9/10)	0%	Full target achieved
b. Accredited SWDAs				
b.1 Level 1 Accreditation	87.5% (7/8)	62.5% (5/8)	+25%	Major Deviation
b.2 Level 2 Accreditation	100% (2/2)	100% (2/2)	0%	Full target achieved
b.3 Level 3 Accreditation	0%	0%	-	-
c. Accredited Service Providers	0%	0%	-	-

**Target number of SWDAs for CY 2021 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, 90% or 18 have sustained compliance to SWD standards. Of which, 9 are Registered and License SWAs, seven (7) Level 1 accredited SWDAs, and two (2) Level 2 accredited SWDAs.

#### Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Standards-setting, Licensing, Accreditation and Monitoring Services	1,005,080.00	955,080.00	656,925.50	95.03%	68.78%

#### OVERALL ASSESSMENT:

Despite the seemingly insurmountable challenges encountered by the Standards Section during CY 2021, the provision of regulatory services continues to deliver and provide accomplishments and contributions to the overall strategic priorities of the DSWD. The level of achievement of the standards section despite the odds is commendable in the sense that the provision of regulatory services is one of the early achievers of the Performance Governance System (PGS) SPARK awards by being able to achieve its targets and deliverables at an earlier than the specified period. This was made possible due to the fact that there is a constant monitoring of targets and deliverables which is cascaded thru monthly meetings, day to day feedbacking and the level of awareness of the staff to the strategic priorities and OPC targets. Cascading of the strategic priorities was seen as an effective



strategy and of course, the constant coordination with our partners and stakeholders. With their continued support and appreciation with the regulatory services, we are able to achieve our targets and deliverables.

The overall performance of the Standards Section was also heavily affected by its lack of technical staff despite its achievements. There is really a need to hire staff to augment the provision of regulatory services specifically that the accreditation of SWDAs is already lodged and/or decentralised to the respective FOs. There is even a greater challenge for the section since the regulatory services encompasses the following areas from Monitoring of SWDAs for sustained compliance, RLA of SWDAs, Accreditation of PMCs, SWMCCs, DCW/DCCs, SCCs and Bene CSOs and the mobilization of ABSNET Clusters. Considering the current manpower complement of the Standards Section, there is really a need for an urgent staff augmentation for us to effectively perform our duties and responsibilities.

The Standards Section is also involved in various ad hoc functions which was also seen as a facilitating factor as several committees were created here in the Field Office to adapt to the ever-evolving challenges and tasks which in turn creates opportunities in the aspect of management of the timeline of the deliverables and also created an overall understanding and awareness of the provision of regulatory services through participation in various committees and task groups.

#### **RECOMMENDATION:**

- Hiring of Social Welfare Officer I(SWO I) to augment in the provision of regulatory services;
- Hiring of additional Project Development Officer I(PDO I) to augment in the provision of regulatory services;
- Lowering of target of the DCC/DCW Accreditation since most of the Day Care Centers in Caraga Region were heavily affected by the Super Typhoon Odette specifically in Surigao del Norte where most of the centers were totally damaged.



## 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 fulfil 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 No. 221 in 2003 redirecting the functions of DSWD from service deliverer to technical assistance provider. Hence, the Department has continuously committed as its strategic goal under Organizational Outcome no. 5 to assist LGUs specifically LSWDOs in improving the delivery of social services and programs. As such, funds are allocated and release directly to the different field offices to implement TARA program.

#### ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

##### Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of learning and development interventions provided to LGUs (through LSWDOs)	11	NT	-	-
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	118% (78/66)	100% (66/66)	+18%	Minor Deviation
Number of LGUs provided with technical assistance using digital platforms along social protection	100% (52/52)	100% (52/52)	0%	Full Target Achieved
Percentage of LGUs provided with resource augmentation	102% (67/66)	100% (66/66)	+2%	Minor Deviation
Percentage of LGUs that rated TA provided as satisfactory or better	100% (78/78)	80%	+20%	Minor Deviation
Percentage of LGUs that rated RA provided as satisfactory or better	100% (67/67)	80%	+20%	Minor Deviation

Generally, the program was able to achieve more than the annual 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. The following table are the Technical

Assistance activities provided by DSWD to LSWDOs during CY 2021 (Physical and Virtual Platforms).

**List of Technical Assistance Activities:**

<b>1<sup>st</sup> Semester CY 2021</b>
<ol style="list-style-type: none"> <li>1. Roll-out Training on Yakap Bayan Program</li> <li>2. Regional Social Welfare and Development Forum cum Knowledge Fair</li> <li>3. Provision of Technical Assistance on the RA 8972 or the Solo Parent Act of 2020</li> <li>4. Roll-out Training on the Enhanced Pre-Marriage Counselling (Module 2) Batch 2</li> <li>5. Provision of Technical Assistance on the ECCD Program and Day Care Services</li> <li>6. Capacity Building on Disability Inclusive Development</li> <li>7. Capacity Building among SK Chairpersons re UKP Orientation</li> <li>8. Provision of Technical Assistance on Child and Youth Protection Against Exploitation and Abuse</li> <li>9. Orientation on the LSWDO Mapping Tool for Devolution</li> </ol>
<b>2<sup>nd</sup> Semester CY 2021</b>
<ol style="list-style-type: none"> <li>1. Social Welfare &amp; Development Forum cum Knowledge fair Version 5.0</li> <li>2. Orientation and Consultation Meeting on the implementation of Emergency Shelter Assistance</li> <li>3. Technical Assistance on Adoption and Foster Care Process</li> <li>4. RRP-CCA LGU Forum and Consultation cum Planning Workshop</li> <li>5. Conducted Virtual Orientation on the Approved DROMIC Guidelines, AO 2 Series of 2021</li> <li>6. Local Development Plan for Children Review and Updating/Planning</li> <li>7. CFLGA Mentoring and Coaching Sessions</li> <li>8. Mindanao Cluster Orientation on RA 11188, Its IRR and handling Protocol</li> <li>9. Training on the Development of Manual of Operations of LSWDOs</li> <li>10. RTAMT conducted Orientation on Mandanas Ruling and Provision of TA to prepare SWD-DTP.</li> <li>11. Regional Forum on Aruga at Kalinga sa Barangay (AKBB)</li> <li>12. Engagement Planning Workshop with 4 Showcase LGUs to be implemented and SWD programs in the DTP.</li> <li>13. EPAHP Mapping of Demand and Supply on Processing of Legal Documents</li> <li>14. Training on Financial Literacy, Entrepreneurship, Leadership Skills and Responsible Parenthood and Family Planning (for ARBOs)</li> <li>15. EPAHP Regional Convergence Team Annual Conference 2021</li> <li>16. Training-Workshop on Alternative Family Care and Community-based Case Management</li> <li>17. Program Implementation Review for Social Pension for Indigent Senior Citizens Program CY 2019 - Cum Operation Planning and Team Building</li> <li>18. HIV Counselling to Testing</li> <li>19. Adoption and Foster Care Forum</li> <li>20. Capacity Building on Disability Inclusive Development</li> <li>21. Social Welfare and Development Forum</li> </ol>

As shown in the table above are the technical assistance-related activities undertaken by the Field Office SWAD Team Leaders, Program Handlers and Capacity Building Section (CBS). The conducted activities were participated by the City Social Welfare and Development Offices (CSWDOs), Municipal Social Welfare and Development Offices (MSWDOs) and Provincial Social Welfare and Development Office (PSWDOs). As such, it is a clear manifestation that LSWDOs have provided with technical assistance and resource augmentation either in face to face or in the online platform. The success of the conducted activities defines the application to their respective localities having the quality of service that the LSWDOs are providing.

**Outcome-level Indicator:**

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

**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 Field Office Caraga is only one (1) LSWDO, namely CSWDO of Butuan City. The Regional Monitoring Team of Agusan del Norte conducted the assessment last April 26, 2021. As such, all 78 LSWDOs in Caraga region were completely assessed and validated.

**Financial Performance: Current Appropriation - FY 2021**

<b>Program/Activity/Project</b>	<b>Total Actual Allotment</b>	<b>Obligations</b>	<b>Disbursement</b>	<b>Utilization Rate (%)</b>	
				<i>Obligations</i>	<i>Disbursement</i>
Provision of Technical / Advisory Assistance and other Related Support Services	59,470,000.00	59,470,000.00	56,201,820.56	100.00%	94.50%
Provision of Capability Training Programs	128,250.00	128,250.00	78,250.00	100.00%	61.01%

**Financial Performance: Continuing Appropriation - FY 2020**

<b>Program/Activity/Project</b>	<b>Total Actual Allotment</b>	<b>Obligations</b>	<b>Disbursement</b>	<b>Utilization Rate (%)</b>	
				<i>Obligations</i>	<i>Disbursement</i>
Provision of Technical / Advisory Assistance and other Related Support Services	125,158.00	125,158.00	37,840.00	100.00%	30.23%

## **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:**

- The members of the Regional Technical Assistance and Monitoring Team (RTAMT) are recommended to undergo related training and seminars in order to be fully equipped in providing technical assistance and resource augmentation to the LSWDOs.
- 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 RTAMT 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.
- CO 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	1	1	0	Full Target Achieved
Number of agency plans formulated and disseminated	5	ANA	-	-
a. Medium Term Plans	1	-	-	-
b. Annual Plans	4	-	-	-

**One (1) FO-initiated research study completed.** 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 has completed and submitted the planned research study. Moreover, the section through the Research Focal has continuously facilitated provision of technical assistance for both external and internal research evaluation studies/requests and promoted priority research topics specified in the Department's R&E Agenda.

**Five (5) Plans formulated and submitted within CY 2021.** During CY 2021, the Field Office Caraga through the Policy and Plans Development Section (PDPS) has formulated and submitted five (5) Plans to Policy Development and Planning Bureau (PDPB). Such Annual Plans are (1) Risk Treatment Plan, (2) FY 2022 GAD Plan and Budget (GPB), (3) FY 2022 Annual Performance Measure (APM), (4) FY 2022 Sectoral Plan, and (5) FY 2022 Annual Work and Financial Plan (AWFP). All these instruments are developed in close coordination and collaboration with the various Offices, Divisions, Sections and Units (ODSUs) at Field Office.

**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.

**Conducted Regional Integrated Performance Review and Evaluation Workshop (IPREW).** The Section spearheaded the Regional IPREW which aimed to revisit the Field Office Commitments on the Organizational and Foundational Outcomes towards the attainment of the DSWD Strategic Plan and the DSWD's Results Frameworks and Matrices. During the workshop, there was monitoring and assessment of the present performance/status vis-a-vis the planned activities based on the Office's Performance Contract and the Annual Work and Financial Plan.

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

**Conducted Regional Annual Work and Financial Planning Workshop.** This is a one (1) day activity that was participated by Budget, and Planning Officers, and selected representatives from different Program Offices, Divisions, Sections, and Units. During the conduct of the AWFP workshop, the Field Office Caraga, through PDPS and Budget Section, prepares and consolidates Annual Work and Financial Plans from all ODSUs based on the targets set by CO-OBS counterparts, and identifies overall target for each performance indicator corresponding to the mandated programs, activities, and projects.

#### Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Formulation and Development of Policies and Plans	328,000.00	328,000.00	251,950.00	100.00%	76.81%

#### 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 year.

## 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 reporting, and some Performance Indicators from Strategic Plan were no longer applicable and measurable, thus it is recommended to update the HPMES Indicator Documentation Sheet (IDS);
- 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	5	5	0	Full target achieved
No. of LGUs reached through social Marketing Activities	64	42	+22 or +52%	Major Deviation
No. of FO-initiated social technology implemented	1	2	-1 or -50%	Major Deviation

There are five (5) LGUs in Caraga Region which replicated the Yakap Bayan Program namely: Tago, Surigao del Sur and Tubod, Surigao del Norte, Marihatag, Surigao del Sur, Esperanza, Agusan del Sur and San Miguel, Surigao del Sur. This replication is being supported by Memorandum of Agreement (MOA) and SB Resolution replicating the Yakap Bayan Program. Forging of MOA and the conduct of trainings were successfully done through the support of the Municipal Social Welfare and Development Office staff, Capability-Building Section,



DSWD Caraga Anti-Drug Focal Person, and Social Technology Unit (STU) who spearheaded the activity as a whole. Meanwhile, the provincial cluster forum on completed social technologies which is already planned is still to be conducted due to restrictions in some provinces in relation to COVID-19 pandemic, the STU planned to conduct the activity by 1st quarter in 2022.

There was also monitoring and provision of technical assistance to social workers of Bislig City on the utilization of SIPAG system last September 27, 2021. Concerns raised were responded to and elevated some of it to the Social Technology Bureau for possible action. STU's commitment to the PGS targets has already been fulfilled as planned. One (1) Training on Yakap Bayan was already conducted and orientation on completed social technologies was also provided to 64 LGUs during the Social Welfare and Development Forum held on April 23, 26, 28 and 30, 2021. Lastly, 41 LGUs were oriented on completed social technologies during the Regional Forum on Aruga at Kalinga sa mga Bata sa Barangay dated November 23, 24 and 26 respectively. Due to health protocol, the SWD forum and Regional Forum on Aruga at Kalinga sa mga Bata sa Barangay was held by cluster/province to keep the number of attendees to a minimum.

For the implementation of SIPAG in Bislig City for this semester, the project is nearing its ending phase. Focused Group Discussions, Evaluation Workshops and Data Validation were conducted by the Social Technology Bureau to assess the relevance and effectiveness of the e-SCMS in order to determine if the system is worth promoting for adoption to LGUs. LGU Bislig also expressed their interest to adopt SIPAG Project, in fact, a resolution adopting SIPAG has already been made and the LGU is awaiting for the result of evaluation.

The STU is currently implementing the WiSUPPORT: Wireless Mental Health and Psychosocial Support project. A total of thirty four (34) clients were facilitated and provided PFA and other necessary services. Since the start of the project, the issue of low client intake despite the intensified promotion and advertising activities is still present. Despite this, the STB presented that the project is sustainable and relevant based on the findings of the Project evaluation activities conducted.

#### Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Technology Development and Enhancement	1,937,096.00	1,937,096.00	1,708,883.58	100.00%	88.22%

#### Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Social Technology Development and Enhancement	933,385.00	933,385.00	879,892.00	100.00%	94.27%

## **OVERALL ASSESSMENT:**

The Social Technology Unit includes the conduct of orientation during the Regional Forum on Aruga at Kalinga sa mga Bata sa Barangay with a total of 41 participants (3 Males, 38 Females) in order to meet the Performance Governance System (PGS) target for the number of LGUs oriented on completed social technologies. Due to COVID-19-related restrictions in several provinces, the suggested separate orientations on completed STs were not carried out as planned. During the course of this activity, expressions of interest (EOI) will be collected.

The Social Technology Bureau has always been a source of support and assistance for our office, constantly responding to our requests, comments, and recommendations. These have undoubtedly contributed significantly to the achievement of our PGS targets for this semester. The implementation of regionally-initiated social technologies is somewhat challenging due to the limited staff of the social technology unit. Coordination with other ODSUs within the field office has been done and will continuously be done in order to complete the whole pilot testing process.

Support of the Social Technology Bureau in the provision of augmentation funds for the training of LGUs replicating ST contributed a lot in fulfilling the commitment of the field office to conduct the said activities to LGUs with forged MOA and SB/SP Resolution. As observed, this has helped in the accomplishment of the OPC target on the number of LGUs replicating STs.

## **RECOMMENDATIONS:**

- Training and other activities whether it is 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'd be grateful if you could respond to our need for Social Technology Resource Persons (RP). Blended learning will suffice as long as, following the discussion of RP, deepening of the subjects presented, as well as workshops and other structured learning assignments, are facilitated;
- Continuous augmentation support from STB for the conduct of training to LGUs which will replicate/adopt the completed social technologies is highly appreciated. For the coming year, we anticipate continued monitoring, technical assistance, and resource augmentation from the Social Technology Bureau to ensure that plans and OPC targets are met;
- With the implementation of the Quality Management System, it is necessary for the STU to have an administrative staff who will take charge of admin concerns and track the incoming and outgoing communications for immediate and timely response of the memoranda/directives. We recommend increasing the amount of start-up funds to be provided to LGUs that is enough to fund the training at the start of the implementation of STs.

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

The National Household Targeting System for Poverty Reduction or the Listahanan is an information management system that identifies who and where the poor are in the country. It makes available to national government agencies and other stakeholders a database of poor families, as reference in identifying potential beneficiaries of social protection programs and services.

The 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.

Anchored in 2021 DSWD thrusts and priorities, the Department targets to complete Listahanan 3 this year and be able to share the updated list of poor households to its partner stakeholders and intermediaries by first quarter of 2022.

Consistent with this priority, the office completed all remaining component activities under the validation and finalization phase that includes the data cleansing, which resulted in the generation of a final list of poor households.

#### ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

##### A. Listahanan 2 Data Sharing

###### Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
No. of intermediaries utilizing Listahanan results for social welfare and development initiatives	3	ANA	-	-
No. of requests for statistical data granted	4	ANA	-	-
No. of name-matching requests granted	108	ANA	-	-

**Responded Data request of Listahanan 2 result.** A total of 117 requests coming from different internal and external stakeholders were responded by the section within the turn-around time for action. Of the said figure, 108 (93%) are name-matching requests, 4 (3%) are statistical requests, and 5 (4%) are requests for lists of poor households.

Moreover, five (5) LGUs in the region have requested a list of poor households for the COVID 19 National Vaccination Program. The office reminded them of the data sharing requirements to facilitate the sharing of the said data. For the name-matching requests, these were availed by our RPMO-Pantawid, SLP and Legal Section.

##### B. Listahanan 3 Implementation

As one of the top priorities of the Department to have an updated database of poor households, the section intensified its provision of technical assistance specifically on the receiving of grievances, as well as strengthen its partnerships with the Local Government

Units (LGUs) by lobbying the required logistical supports to complete the validation activities within the regional timeline.

#### Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
No. of households assessed to determine poverty status	106,736	51,988	+54,748 or 105%	Major Deviation
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	-1 or -100%	Major Deviation
Regional Profile of the Poor developed	0	1	-1 or -100%	Major Deviation

During the receiving of grievances there are several households filed with exclusion error particularly on urban barangays where pockets of poverty were applied. Moreover, several Caraganons who worked in Metro Manila availed the Balik Probinsya Program by the government considering the confronted economic crisis brought by COVID-19. These explains why the number of households assessed during validation has doubled from the target of 51,988.

Throughout 2021, the Field Office Caraga, through NHTS, was able to organize 73 or 100% of the total LGUs with a functional Local Verification Committee (LVC), through the issuance of City/Municipal Executive Order. Furthermore, 1,311 or 100% of the total barangays in the region have a functional Barangay Verification Team (BVT).

Also, the office recorded a total of 184,699 grievances via the community desk and online through Listahanan website. Of the received grievances 106,482 or 58% were approved by the LVC for re/assessment. All grievances that require updating of household's information in the system were updated as well as grievances that need resolution from the BVT and LVC were endorsed by the assigned Area Supervisor/s. Thus, the office has resolved a total of 184,699 or 100% received grievances.

Furthermore, the target launching of Listahanan 3 result, crafting of Regional Profile of the Poor, and commencement of data sharing activities has been deferred and will start on 1<sup>st</sup> Quarter of 2022 based on the memorandum from National Household Targeting Office (NHTO).

#### Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
National Household Targeting System for Poverty Reduction	5,499,588.20	5,499,588.20	5,003,369.15	100.00%	90.98%

### Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
National Household Targeting System for Poverty Reduction	3,155,608.00	3,155,608.00	3,149,591.00	100.00%	99.81%

### OVERALL ASSESSMENT:

Taking into accounts the NHTS-PR accomplishments with regards to Listahanan 3 implementation, data sharing, and funds utilization for this year, 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, FO-Caraga is looking forwards to the data launching of Listahanan 3 in 2022.

### RECOMMENDATION:

With the availability of Listahanan 3 data sharing guidelines, the section would like to request the National Household Targeting Office (NHTO) to consolidate issues and concerns that had been encountered by the National Household Targeting Section (NHTS) at the Field Offices along the Listahanan 2 data sharing. Also, with regard to the Community-Based Management System (CBMS) implementation, NHTO is requested to present all specific deliverables of Listahanan for CY 2022 and the revised Terms Of Reference (TOR) of NHTS staff based on the new functions of the section.

## 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	98.14%	95.00%	+3.14%	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	10	2	+8	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	4	NT	-	-
Percentage Uptime of Local Servers and Storage	98.54%	95.00%	+3.54%	Minor Deviation
Percentage uptime of local datacenter/interim datacenter	98.54%	95.00%	+3.54%	Minor Deviation
Percentage uptime of Power Management and Corresponding Power Backup	98.54%	95.00%	+3.54%	Minor Deviation
Percentage uptime of Heating, ventilation, and Air Conditioning (HVAC)	98.54%	95.00%	+3.54%	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	7	4	+3	Major Deviation
Percentage of end points secured	112.33%	100.00%	+12.33%	Minor Deviation
Number of endpoints protected by enterprise antivirus/antimalware	583	ANA	-	-
Number of endpoint licenses	519	ANA	-	-

Percentage of Technical Assistance (TA) requests responded and resolved within the set Service Level Agreement (SLA)/ timeline	82.25%	100.00%	-17.75%	Minor Deviation
Total Percentage of TA responded and resolved within SLA of All Division	97.75%	ANA	-	-
Total Number of TA received	978	ANA	-	-
Total Number of TA responded and resolved within SLA	956	ANA	-	-
Number of Learning and Development Interventions on ICT Service Management conducted	3	2	+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).	8	5	+3	Major Deviation
Number of Users Trained on ICT applications, websites, solutions, tools and products	653	ANA	-	-
Number of new ICT systems, ICT equipment, facilities and infrastructure put in place	163	ANA	-	-
a. Number of new facilities and infrastructure put in place	5	ANA	-	-
b. Number of ICT Equipment put in Place	158	ANA	-	-

For CY 2021, the RICTMS has focused heavily on the information systems developed, enhanced and maintained, having targeted 10 information systems but currently maintaining 31 spread throughout the different divisions, sections and programs within the FO thru the interventions and corresponding technical assistance to business owner/user. There are also 8 developed/enhanced information in partnership with business owner. Percentage uptime of reliable network, DSWD application and mission-critical databases were also above the targets. Seven (7) DSWD Sub-Regional Sites are now connected to the DSWD Enterprise Network.

However, there is a negative 17.75% variance in the Percentage of Technical Assistance (TA) requests responded and resolved within the set Service Level Agreement (SLA)/timeline. This is mainly because some tickets were resolved beyond the service level agreement due to needed parts that are not readily available at the FO that needed procurement process. Some tickets were also re-opened due to unnecessary replies from the requester.

#### Financial Performance: Current Appropriation - FY 2021

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Information and Communications Technology Service Management	12,830,372.00	12,830,372.00	7,908,596.86	100.00%	61.64%



## Financial Performance: Continuing Appropriation - FY 2020

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Information and Communications Technology Service Management (MOOE)	4,763,544.48	4,763,544.48	4,763,544.48	100.00%	100.00%

## OVERALL ASSESSMENT:

Despite the increase as to the number of indicators for the Regional ICT Management Section but still we managed to deliver the ICT services and has been exceptional in performing and achieving its target for the 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.

## RECOMMENDATION:

Considering that some requests were not responded and resolved as per set timeline, thus it is recommended to inform and explain properly to the requester on the resolution of the ticket. Inform also the user not to reply tickets that are already closed, else, they shall create a new request ticket.

## 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	102.60% (79/77)	100%	+2.60%	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 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 Quarterly 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. , Field Office Caraga was not included in the engagement scope of the IAS-CO on the conduct of audit on Social Pension Program (SPP).

On the other hand, the Agency Action Plan and Status of Implementation (AAPSI) as of November 30, 2021 reflecting the summary and updates and compliance to COA issued audit observation memorandum was submitted last December 15, 2021. The report indicates that twenty-nine (29) out of fifty-four (54) or 53.7% are fully complied and implemented while the remaining twenty-five (25) are partially complied. Meanwhile, the prior year's audit recommendations has a total of forty (40) recommendations for implementation, twenty-seven (27) or 67.5% are fully implemented and the remaining thirteen (13) or 32.5% recommendations are partially or not implemented.

### **OVERALL ASSESSMENT:**

As an overall assessment, the Internal Audit Section was able to exceed the targets of the planned integrity measures/activities conducted within the prescribed timeline. For the percentage of audit recommendations complied with, there was no audit engagement plan cascaded by the DSWD CO-IAS for FO Caraga, thus no Compliance to Audit Recommendations (CaRE) reports were submitted. Factors in the yielding results are the 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. 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	21	8	+21	Major Deviation
b. Issuance of press releases	238	24	+232	Major Deviation
c. Communication campaigns	127	3	+124	Major Deviation
Number of IEC materials developed	319	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 21 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. This is part of social marketing activities in support to the implementation of DSWD programs and services.

**238 press releases produced throughout the year.** A total of 238 press releases on the different programs and services of DSWD were disseminated. Of which, 114 in 1<sup>st</sup> Semester and 124 in 2<sup>nd</sup> Semester. These are news/news features, feature stories, radio/TV recorded interviews.

**127 Communication campaigns conducted.** The number of communication campaigns conducted in 2021 greatly surpassed its target of 3 communication campaigns. 12 of which are Social Marketing Section activities, and the other communication campaigns are in support to the various big-ticket programs such as Pantawid Pamilyang Pilipino Program, Listahanan, Sustainable Livelihood Program, Social Pension, Protective Services Programs, and KALAHI-CIDSS.

**319 IEC materials crafted and developed.** 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) Advocay Videos

(Celebrations and for program advocacies); (iii) Compendiums/News Letters/Coffee Table Books; (iv) Production of Flyers/Brochures/Tarpaulins; and others.

All Office Performance Target (OPC) for 1<sup>st</sup> 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 for 2021. The section was able to provide support services especially in the preparation of the devolution for 2022, the administration of the 2021 KAP survey, and the augmentation during TS Odette Relief Operations. Further, the SMS continued to provide technical assistance to other programs and services especially in terms of the production of information, education, and communication materials.

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 target possible.

## **RECOMMENDATION:**

The Social Marketing Section was successful in performing its task because of the well-planned activities which complimented the needs for the support to operations.

This was made possible with the well-synchronized activities of the different programs and services through the communication plan crafted by the different Information Officers, which was consolidated in forming part if the Regional Communication Plan.

Similar to its actions in the previous years, the section conducted performance evaluation workshop last December 2020, results of which was incorporated in the communication plan for 2021. To continue its delivery of exemplary service, another performance assessment activity was conducted by the section last December 6 - 9, 2021 wherein information officers presented their accomplishments for 2021 and draft communication plan for 2022 – which will serve as basis in the finalization of plans in 2022.

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. In addition, the onslaught of TS Odette has also become a challenge for the whole agency including the SMS in the delivery of its services. Thus, in planning for the 1<sup>st</sup> semester 2022 targets, SMS must consider coming up with adjustments (if needed) to be successful in hitting OPC targets for 2022.

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.

## **VII. KNOWLEDGE MANAGEMENT**

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:**

For the year 2021, the office has targeted development and submission of four (4) Knowledge Product and four (4) Knowledge Sharing Sessions annually.

Table below presents the physical and financial accomplishment of Knowledge Management of DSWD Field Office Caraga for Calendar year 2021.

### **Output-level Indicator(s):**

<b>Output Indicators</b>	<b>Accomplishments</b>	<b>Targets</b>	<b>Variance</b>	<b>Assessment</b>
Number of Knowledge Products developed	6	4	+2 or +50%	Major Deviation
Number of Knowledge Sharing Sessions conducted	5	4	+1 or +25%	Minor Deviation

For the first indicator along Number of Knowledge Products developed, the office exceeded in its actual accomplishment versus its target. Approved KPs were uploaded in TA Portal. The office was able to achieve 150 % as follows:

1. Kabilin 2.0 (Official Compendium of Success Stories of CDD in Caraga)
2. Concept Paper on Information Systems Single Sign-on (ISSSO)
3. DSWD Caraga Employee Handbook
4. Production Line System (ProLineS)
5. Larawan 7.0 (Official Compendium of Success Stories of CDD in Caraga)
6. Paglambo (Official Compendium of Success Stories of SLP in Caraga)

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. The regular conduct of KM Team meeting is another advantage.

DSWD Caraga has strengthened its advocacy in producing Knowledge Products. All division/sections are encouraged to innovate and produce. Regular conduct of KM team meeting and constant reminders to program handlers paved the way. Thus, the reason of the positive variance.

## **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, utilization the online Learning platform and varied learning management system. Hence, the office is continuously performing well in its undertakings along Knowledge Management.

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

## **RECOMMENDATION:**

In view of the data presented above, the following recommendations are drawn:

- 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.
- Regular conduct of Knowledge Sharing Sessions in the office;
- Regular conduct of Knowledge Management Team and Core Group of Specialists quarterly Meetings via face to face or online;
- Operationalization of DSWD Learning Management System; and
- Full Operationalization of DSWD Institute and Virtual Academy.

## GENERAL ADMINISTRATIVE AND SUPPORT SERVICES

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

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

### I. HUMAN RESOURCE AND DEVELOPMENT

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

#### ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

##### 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.

##### Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of positions filled-up within timeline				
a. Permanent	100% (21/21)	100%	0%	Full Target Achieved
b. Contractual	100% (222/222)	100%	0%	Full Target Achieved

**All vacant positions with a request for posting have been filled up within the timeline.** For CY 2021, the Field Office Caraga through Human Resource Planning and Performance Management Section (HRPPMS) was able to hire a total of 243 staff - 21 permanent, 222 contractual. The average turnaround time for filling up the position mentioned earlier is within the prescribed timeline of 79 days. All vacant positions were filled-up prior the expected timeline based on the new Merit Selection Plan.



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 HR pillars.

The Field Office Caraga was able to receive 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.

## 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.

### Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of regular staff provided with at least 1 learning and development intervention	100% (80/80)	100%	0%	Full target achieved
Number of personnel attended at least one (1) learning and development intervention				
a. Digitalization	1,292	1,104	+188 or +17.03%	Minor Deviation
b. Occupational Health and Safety Protocol	1,292	1,104	+188 or +17.03%	Minor Deviation

On the Learning and Development Intervention (LDI) on Digitalization Occupational Health & Safety Protocols, a total of 1,292 out of 1,104 target personnel for the whole were able to attend. This is 17.03% more than the set annual target having a positive minor deviation. Also, 100% or 80 regular-plantilla DSWD personnel were provided with LDI such as trainings, orientation, and sharing sessions.

## C. HUMAN RESOURCE WELFARE SECTION

The Human Resource Welfare Section (HRWS) aims to ensure timely and proper implementation of activities geared towards the promotion of employees' welfare and the improvement of employee relations. Specifically, the HRWS develops and implements health and wellness programs for personnel; implement mandatory requirement in monitoring employee's health like conducting annual physical exam, drug-test, and anti-tobacco organization; and ensures and coordinate SWEAP to strengthen and enhance programs for employee's welfare.

### Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of personnel infected with COVID 19 regardless of work arrangement and employment status Department-wide.	194	NT	-	-
Number of personnel regardless of status provided with support and assistance.				
1. Infected Personnel	194	ANA	-	-
2. Bereaved Families	2	ANA	-	-

**All DSWD personnel infected with COVID-19 were provided with support and assistance.** In CY 2021, a total of 194 DSWD personnel were recorded that have infected with COVID-19. Of which 72 are male and 122 are female. Also, 2 (two) DSWD employees died due to COVID-19. As a response to the strategic priorities of the Department based on SULONG Recovery Plan, the Field Office Caraga provides support and assistance to Infected DSWD personnel and bereaved families.

## D. 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.

### Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of staff provided with compensation/benefits within timeline	90.82% (1,652/1,819)	100%	-9.18%	Minor Deviation

**90.82% of DSWD staff were provided with compensation/benefits within the timeline.** For the whole year the Field Office only got a total accomplishment of 90.82% or 1652 employees out of the 1,819 total staff employed were paid. Of this figure, 167 staff were not able to get their salaries and benefits on time due to the following reasons: non-submission or delayed submission of required documents such as Regional Clearance, Daily Time Record

and Accomplishment Report for last salary claims; lacking documentary requirements for maternity leave pay; and lacking regional clearance for PBB 2018 and 2019 claims.

### **OVERALL ASSESSMENT:**

The thorough planning of involved personnel of the Human Resource Management and Development Division (HRMDD) has served significant in carrying out the accomplishments. Consultation workshops and frequent meetings and coordination paved the way to the realization of all these achievements. The inputs from the perspective of different internal stakeholders have contributed in improving the existing practises and experiences of the Division. The support and timely decision making of the top management is also contributory to this success.

### **RECOMMENDATION:**

The following recommendations and strategies are to be undertaken in order to achieve the full target for CY 2022 and be able to smoothly implement all transactions within the Division, to wit:

1. Allocation of a regular fund for the Learning and Development Intervention for the regular employees;
2. Facilitate payment of the above-mentioned unclaimed salaries and benefits, close coordination with program handlers and division admin assistants must be maintained to ensure that all claims relating to salaries and benefits will be provided to all staff and that previous year's claims will be processed and released;
3. Conduct of orientation sessions to field staff on new policies for salaries and benefits to keep them well-informed of their benefits and related personnel administration process;
4. Continued conduct of coaching sessions to Personnel Admin. Section (PAS) staff, especially with the erratic increase in staff turn-over in the Field Office, in order to keep them updated of new policies and guidelines as well as provide technical assistance for those PAS staff that needs performance improvement.

## **II. LEGAL SERVICES**

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

### **ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:**

Cases under the section are on 'as needs arise' basis as it largely depends on any discovery of actions or omissions of public officials or employees that may constitute violation of office policies, issuances, and of existing laws while performing their duties and responsibilities.

Notwithstanding, actual physical accomplishments may be had as in the following cases:

**Output-level Indicator(s):**

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of disciplinary cases resolved within timeline	100.00% (2/2)	ANA	-	-
Percentage of litigated cases resolved in favor of the Department or Department Personnel	100.00% (2/2)	ANA	-	-
Percentage of requests for legal assistance addressed	100.00% (43/43)	ANA	-	-

**OVERALL ASSESSMENT:**

As movements of people are restricted, the section's ability to investigate and file appropriate charges to cases that warrant such actions is also prevented. That we would have to wait for easing of restrictions before we can completely perform our mandate on this matter.

However, the provision of legal assistance to requests for opinion or advice to certain legal issues continues to be a day-to-day concern of the section's operation.

Calls from private individuals and our partners -often LSWDOs, are responded to real-time. Based on our separate logs and behind the figures herein indicated under this indicator, the nature of the legal issues they present dwells more on child custody and support, and other faces of domestic abuses.

While referred cases are still foreseen to be within the manageable level; the section in view of the recent reality, is poised to open a support service on online legal counselling in partnership with the protective services division.

Overall, this section in relation to how this office performs its mandate and make sure legal accountability is exacted to whoever deserves it finds that this Office's integrity in public service remains intact one can be proud of.

**RECOMMENDATION:**

Recommendations for the next semester/fiscal year to include the following:

- Implement Online Legal Counselling in partnership with the Protective Services Division;
- Develop Legal Shorts e-Library pertinent to day-to-day legal issues that an employee or officer of the office may refer to; and
- Continue the conduct of investigation and filing of cases.

**III. FINANCIAL MANAGEMENT**

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

## ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENT:

### Output-level Indicator(s):

Output Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of budget utilized:				
a. Actual Obligations over Actual Allotment received	97.81%	100%	-2.19%	Minor Deviation
b. Actual Disbursement over Actual Obligations incurred	88.23%	100%	-11.77%	Minor Deviation
Percentage of cash advance liquidated:				
a. Advances to officers and employees	100%	100%	0%	Full Target Achieved
b. Advances to SDOs ( <i>Current Year</i> )	91.52%	100%	-8.48%	Minor Deviation
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

**97.83% Obligation rate for CY 2021.** From the cumulative total annual allocation receive of Php 4,512,023,863.42, the Field Office Caraga was able to obligate a total of Php 4,413,925,292.66 or 97.83%. This is 2.19% less than the target of 100%. The unobligated amount is attributed to the following reasons: (1) SLP Subsidies -The NPMO thru Grievance and Referral Management Unit (GRMU) was not able to provide target areas and beneficiaries, thus subsidies was not utilized; (2) AICs Subsidies – This is due to the frontloading of continuing funds of downloaded SAA that resulted to the unutilized allotment under current appropriations; (3) An unutilized fund under EO 70 Former Rebels (FRs) amounting to ₱143,162.00 was due to the unclaimed cash grant during pay-out. The identified FRs can't be located despite the coordination and help of the PNP and Philippine Army.

**100% liquidation rate of cash advances to officers and employees.** The total amount granted as Advances to Officers and Employees amounting to Php 495,051.61 were 100% or fully liquidated within the year.

**91.52% liquidation rate of all cash advances to Special Disbursing Officers (SDOs) in current year.** As of December 31, 2021, the total amount granted as Cash Advance to Special Disbursing Officers is Php 2,158,660,496.70. Of these Advances, Php 2,358,660,496.70 was liquidated having a 91.52% with a liquidation rate. The unliquidated Cash Advances are financial assistance for the families affected by STS Odette. SAA under the continuing funds were downloaded last December 27, and 28 under AICS funds and Cash Advance of SDOs were issued with a check last Dec. 31, 2021. Pay outs are scheduled in January 2022 and not yet due for liquidation.

**100% liquidation rate of all cash advances to Special Disbursing Officers (SDOs) in prior years.** A total of Php 3,826,650.00 Cash Advance were processed from pervious years and have been fully liquidated during 1<sup>st</sup> Quarter of the current year.

## OVERALL ASSESSMENT:

The significant factors that contributed in the achievement of the accomplishments were the following: (1) Regular conduct of Account Management Meeting; (2) Regular Monitoring and

updating on the utilization of funds for current and continuing allotment; (3) Close coordination of the Financial Management Division with the programs/divisions on the fund utilization and liquidation.

#### IV. 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	91.20% (1,627/1,784)	80%	+11.20%	Minor Deviation
Percentage compliance with reportorial requirements from oversight agencies	100% (5/5)	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% (146/146)	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 equipment. Despite the challenges being encountered, the section still able to support all DSWD programs and services, including the Typhoon Odette Relief Operation thru availability of vehicle/truck rental, provision of food and non-food items, 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.

## V. 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, programmes, 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	12	4	+8 or +200%	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% (10,872 /10,872)	NT	-	-
b. Percentage of records disposed	-	-	-	-

### A. GENERAL SERVICES SECTION

DSWD FO Caraga has a total twelve (12) vehicles, ten (10) are four-wheel vehicles, one (1) wing van and one (1) motorcycle that are used for FOs travels and mobility. Out of twelve, two (2) were acquired in year 2019, one (1) were acquired in year 2017, two (2) were acquired in year 2015 and seven (7) were acquired year 2021 and below. The data showed that seven (7) vehicles are needing immediate and major repairs.

General Services Section properly maintain the existing 12 vehicles of DSWD and continuous repair, renovate and maintain the facilities of DSWD Caraga subject to availability of funds. This section was able to complete the Field Office Renovation & Repair of COA Storage, Renovation of RJJWC Office, Repair of Operation Center and Repair of ICTMS Office, HFG - Construction of Isolation Facility, Renovation Phase 1 (Old Homelife building), Repair of guard house, Grolle works for HFG Dormitory Building, General Services also ensure



roadworthiness of 5 existing government vehicles that were properly maintained by the Field Office.

## **B. RECORDS MANAGEMENT SECTION**

Records Section was able to digitized all incoming communications (3,076) sent through email and walk in. ISO 9001-2015 audit done. All SOPS and General Forms distributed to all implementors cascaded by the Central Office (RAMD). Outgoing communications forwarded (188 transmittal) to Central Office (RAMD) and Agencies. No Approved Disposal from NAP due to the limited number staff the request till on records management verification. JRS as our services provider in delivering and freight of documents with a total amount.

The Records simplify and eliminate paper works, program the records life cycle and ensure improved quality of information, aid management in its fundamental responsibilities. With the help of the EDTMS system of the office we can ensure the tracking of the incoming and outgoing documents. Document Reference Number was introduced to the Document Custodian in every division and Section on October 29, 2021. The system aims to fast track the whereabouts of the document. While disposition request to NAP, no approval yet because of the numerous requests and limited personnel, the request is still at the Records Management Evaluation. So still waiting for the approval from National Archives of the Philippines (NAP).

## **C. PROPERTY AND SUPPLY SECTION**

The RRCY located in Patin-ay, Prosperidad, Agusan del Sur is utilizing the lot donated by Provincial Government of Agusan del Sur in which a parcel of land is not part of the donated lot 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 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. As of December 31, 2021, there was no update yet from LMB and DENR as to the status of the said request.

Unfortunately, last December 16, 2021, Super Typhoon Odette hit Caraga Region which greatly affected Surigao Mainland, Siargao Islands and Province of Dinagat Islands. Thousands of residents from the different provinces in the Caraga region fled their homes as Typhoon Odette pummeled the area with strong winds and heavy rains thus, also resulted damage to provincial/cluster offices including the DSWD properties issued to the staff particularly assigned in Provinces of Surigao del Norte and Dinagat Islands. As of December 31, 2021, approximately there were 15 PPEs and 25 semi-expendables amounting to P 397,223.00 was reported as damaged/destroyed.

However, due to the hanging debris of the building/offices some of the IT and office equipment are not yet retrieved. The Property and Supply Section are presently providing assistance to the affected staff on the processing of Relief from Accountability from COA. There is an on-going validation of the status of the equipment and submission of Report of Lost, Damaged or Destroyed Property (RLSDDP).

**Financial Performance: Current Appropriation - FY 2021**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
General Management and Supervision	19,582,349.38	19,582,349.38	13,452,355.49	100.00%	68.70%

**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:**

Overall, the Administrative Division was able to meet its expected deliverables CY 2021. Despite the pandemic risk, travel restrictions, slow internet connections and the onslaught of Super Typhoon Odette in Caraga Region, the Administrative staff still manages to prioritize all the targets for the year. Embracing the challenges of the “New Normal” state.

**RECOMMENDATION:**

The Field Office Caraga is requesting Central Office to allocation funds for Capital Outlay for the major repair of buildings, vehicles, water system, sectoral training center, and among others. Also, Continuity of services and funding of the Cost-Of-Service workers for CY 2022 is also of great help and recommended.

**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

**Financial Performance: Current Appropriation - FY 2021**

Program/Activity/Project	Total Actual Allotment	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
General Management and Supervision	19,582,349.38	19,582,349.38	13,452,355.49	100.00%	68.70%

**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:**


Overall, the Administrative Division was able to meet its expected deliverables CY 2021. Despite the pandemic risk, travel restrictions, slow internet connections and the onslaught of Super Typhoon Odette in Caraga Region, the Administrative staff still manages to prioritize all the targets for the year. Embracing the challenges of the "New Normal" state.

**RECOMMENDATION:**

The Field Office Caraga is requesting Central Office to allocation funds for Capital Outlay for the major repair of buildings, vehicles, water system, sectoral training center, and among others. Also, Continuity of services and funding of the Cost-Of-Service workers for CY 2022 is also of great help and recommended.

**Prepared by:**


**JERARD T. MATILDO**  
Statistician I

**Reviewed by:**


**RYAN V. PIAMONTE**  
AO V / Budget Officer

**Noted by:**


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

**Approved by:**


**RAMEL F. JAMEN**  
OIC - Regional Director