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**HPMES Forms 5, 5A and 5B**

**SECOND SEMESTER 2020 NARRATIVE ASSESSMENT REPORT**

1. **BACKGROUND INFORMATION**

The DSWD is a national agency 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 (Executive Order No. 15 issued in 1998). 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 perform and balance its *“steering and rowing”* functions amidst a fast changing environment. The following Organizational Outcomes essentially aim to sustain the gains from the DSWD Strategic Goals and take into consideration the thrust of the new administration to intensify its disaster response operations, as well as its regulatory, licensing and accreditation functions:

* OO 1: *Well-being of poor families improved;*
* OO 2: *Rights of the poor and vulnerable sectors promoted and protected;*
* OO 3: *Immediate relief and early recovery of disaster victims/survivors ensured;*
* OO 4: *Continuing compliance of SWD agencies to standards in the delivery of social welfare services ensured;*
* OO 5: *Delivery of SWD programs by LGUs, through LSWDOs, improved*

The implementation of Programs and Services are also anchored to the AmBisyon Natin 2040: Matatag, Maginhawa, at Panatag na Buhay wherein the AmBisyon represents the 25-year long-term, collective vision and aspirations of the Filipino people for themselves and for the country. It recognizes the need for a “bold vision and effective development planning” based on a “forward-looking approach that goes beyond a single administration”. It also emphasized the centrality of people in development planning and their aspirations as requisite for the design of government interventions to achieve development outcomes.

The DSWD envisions all Filipinos free from hunger and poverty, have equal access to opportunities enable by a fair, just, and peaceful society. Its mission is to lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged. The accompanying DSWD Strategic Results Framework also supports the Philippine Development Plan Chapter 5: Ensuring People-Centered, Clean, and Efficient Governance of the Philippine Development Plan, Chapter 10: Accelerate human capital development, and Chapter 11: Reduce vulnerability of individuals. The Department is mandated also to provide programs that empower the poor families and help them increase their economic and social well-being and become active participants to development.

Moreover, the Department constantly look into means of innovation for better delivery of services and recognizes the role of each staff and partners in the implementation of the program and in meeting, the goals set in terms of social assistance and social development.

This report presents the accomplishments, challenges, and observations related to the implementation of various programs and services of DSWD in the Field Office Cordillera Administrative Region. It also includes the conclusions and recommendations for the improvement of the technical assistance and resource augmentation capacity of the Department, which is among its core functions.

1. **ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENTS**

***ORGANIZATIONAL OUTCOME 1: WELLBEING 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 development and improving social protection programs. This objective intends to uplift the level of well-being of poor families including Pantawid poor and non-Pantawid poor families, through ensuring their access to quality social welfare and development (SWD) programs and services. Thus, the Department implements ***promotive programs*** that empower the poor families and help them increase their economic and social well-being and become active participants to development.

To monitor the improvement of poor families, the Social Welfare and Development Indicators (SWDI) tool will be used. The SWDI is a tool developed by the DSWD for assessing Pantawid families to determine and monitor progress of the families’ well-being, and facilitate grassroots case management.

Promotive programs of the Department include the Pantawid Pamilyang Pilipino Program, the Sustainable Livelihood Program and the Kapit-Bisig Laban sa Kahirapan – Comprehensive and Integrated Delivery of Social Services (KALAHI CIDSS) – National Community-Driven Development Program.

The table below shows the status of accomplishment under the Organizational Outcome 1 for the first semester:

***Table 1. Targets versus Accomplishments on Outcome Indicators under OO1***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Outcome Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| **Male** | **Female** | **Total** |
| * 1. Percentage of Pantawid households with improved well being
 | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| OUTCOME STATEMENT 1.a: PARTICIPANTS ARE EQUIPPED TO ENGAGE IN MICROENTERPRISE |
| 1.1a Percentage of SLP participants involved in microenterprise by  Accounts Payable CY 2018-2019 | N/A | 0 | 0 | 0 | 0 | 0 |  |
| * 1. a Total number of SLP participants

 are equipped to engaged in a  Microenterprise by Accounts  payable 2018-2019 | N/A | 0 | 0 | 0 | 0 | 0 |  |
| OUTCOME STATEMENT 2.a: PARTICIPANTS ARE EQUIPPED TO BE EMPLOYED |
| 2.1a Percentage of SLP participants employed by Accounts payable CY  2018-2019 | N/A | 0 | 0 | 0 | 0 | 0 |  |
| 2.2a Total number of SLP participants equipped to be employed by  Accounts payable CY 2018-2019 | N/A | 0 | 0 | 0 | 0 | 0 |  |
| OUTCOME STATEMENT 1.b : PARTICIPANTS ARE EQUIPPED TO ENGAGE IN MICROENTERPRISE |
| 1.1b Percentage of SLP participants involved in microenterprise by  other fund sources. | N/A | 0 | 0 | 0 | 0 | 0 |  |
| 1.2b Total number of SLP participants are equipped to engaged in a  Microenterprise by other fund  sources. Accounts Payable 2018- 2019 PAMANA | 309 | 93 | 159 | 252 | -57 | -0.18 | Minor Deviation |
| OUTCOME STATEMENT 2:b PARTICIPANTS ARE EQUIPPED TO BE EMPLOYED |
| 2.1b Percentage of SLP participants  employed by other fund sources. | N/A | 0 | 0 | 0 | 0 | 0 |  |
| 2.2b Total number of SLP participants  equipped to be employed by other  fund sources. | N/A | 0 | 0 | 0 | 0 | 0 |  |

***Table 2. Targets versus Accomplishments on Output Indicators under OO1***

| **Output Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| --- | --- | --- | --- | --- | --- |
| **Male** | **Female** | **Total** | **T-A / A** |
| * 1. Number of Pantawid

households provided with conditional cash grants: | 63,894 | - | - | 60,723 | -3,171 | -0.05 | Minor Deviation |
| a. Regular CCT | 61,645 | - | - | 58,506 | -3,139 | -0.05 | Minor Deviation |
| b. Modified CCT | 2,249 | - | - | 2,217 | -32 | -0.01 | Minor Deviation |
| * 1. Percentage of Pantawid Pamilya-related grievances

resolved within established time protocol | 86.25% | - | - | 100% | 13.75% | 0.16% | Minor Deviation |
| Total No. grievances received | ANA | - | - | 2,308 | 0 | 0% | Full target achieved |
| No. of Pantawid Pamilya-related grievances resolved within established time protocol | ANA | - | - | 2,308 | 0 | 0% | Full target achieved |
| OUTPUT STATEMENT 1.a : NUMBER OF HOUSEHOLDS PROVIDED WITH PROGRAM MODALITIES |
| 1.1a Total number of households who received  seed capital fund and total number of households  trained (Seed Capital Funds, Skills Training,  CBLA) by Accounts Payable CY 2018-2019 | 1,093 | - | - | 3,195 | 2,102 | 1.92% | Minor Deviation |
| OUTPUT STATEMENT 1.b : NUMBER OF HOUSEHOLDS PROVIDED WITH PROGRAM MODALITIES |
| 1.1b Total number of households who received seed capital fund and total number of households trained (Seed Capital Funds, Skills Training, CBLA, Employment Assistant Fund)) by other fund sources – Accounts Payable 2018-2019 PAMANA | N/A | N/A | N/A | N/A | N/A | N/A |  |
| OUTPUT STATEMENT 2: PARTICIPANTS BUILT/REHABIIITATED/PROTECTED THEIR LIVELIHOOD ASSESST/S |
| 2. Number of SLP projects with livelihood assets built, rehabilitated and/or protected  | N/A | N/A | N/A | N/A | N/A | N/A |  |
| 1.5 Number of communities implementing KC-NCDDP |  |
| a. Region | 1 | - | - | 1 | 0 | 0% | Full target achieved |
| b. Province | 1 | - | - | 5 | 4 | 4 | Minor Deviation |
| c. Municipality | 3 | - | - | 14 | 11 | 3.67 | Minor Deviation |
| d. Barangay | 33  | - | - | 114 | 81 | 2.45 | Minor Deviation |
| 1.6 Number of KC-NCDDP sub- projects completed in  accordance with technical plans and schedule | 137 | - | - | 105 | -32 | 0.23 | Minor Deviation |
| 1.7 Number of households that benefitted from completed KC-NCDDP sub-projects or Households benefitting from sub-projects | 182 | - | - | 26,186 | 26,004 | 142.88 | Major Deviation |
| Percentage of completed KC-NCDDP projects that have satisfactory or better sustainability evaluation rating | 100% | - | - | 100% | 0% | 0% | Full target achieved |
| Total Number of KC-NCDDP projects | 32 | - | - | 32 | 0 | 0 | Full target achieved |
| No. of completed KC-NCDDP projects that have satisfactory or better sustainability evaluation rating | 32 | - | - | 32 | 0 | 0 | Full target achieved |
| 1.8 Percentage of women volunteers trained on CDD | 50% | - | - | 50.86% | 0.86% | 0.02% | Minor Deviation |
| Total number of CDD women volunteers | ANA | 1,312 | 1,358 | 1,358 out of 2,670 | 0 | 0 | Full target achieved |
| No. of women volunteers trained on CDD | ANA | 1,638 | 1,964 | 1,964 | 0 | 0 | Full target achieved |
| 1.9 Percentage of paid labor jobs created by KCNCDDP projects are accessed by women | 25% | - | 40.54% | 40.54% | 15.54% | 0.62% | Minor Deviation |
| Total number of paid labor jobs | TBD | 330 | 225 | 225 out of 555 | 0 | 0 | Full target achieved |
| No. of paid labor jobs accessed by women | TBD | N/A | N/A | N/A | N/A | N/A |  |
| Percentage of registered KC-NCDDP grievances satisfactorily resolved in line with the GRS | 80% | - | - | 100% | 20% | 0.25% | Minor Deviation |
| Total number of registered grievances | ANA | - | - | 876 | 0 | 0 | Full target achieved |
| No. registered grievances satisfactorily resolved in line with the GRS | ANA | - | - | 876 | 0 | 0 | Full target achieved |

***Table 3. Financial Performance under OO1***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Program/Activity/Project** | **Allocated Budget** | **Obligations****(As of 31 December 2020)** | **Disbursement (As of 31 December 2020)** | **Utilization Rate (%)** |
| *Obligations* | *Disbursement* |
| Pantawid Pamilyang Pilipino Program | Php1,174,079,248.14 | Php1,000,951,200.00 | Php1,152,693,276.99 | 85.25% | 115.16% |
| Sustainable Livelihood Program | Php137,769,005.14 | Php86,035,410.92 | Php53,920,870.90 | 62.45% | 62.67% |
| KALAHI-CIDSS-NCDDP | Php81,204,817.82 | Php76,503,015.55 | Php70,027,652.59 | 94.21% | 91.54% |

The **Pantawid Pamilyang Pilipino Program has a physical accomplishment of 95% having** 60,723 households provided with conditional cash grants of the annual target of 63, 894 households. The total number of registered clean and active household beneficiaries is 58,506 for the Regular Conditional Cash Transfer (RCCT) out of the 61,645 target while 2,217 household beneficiaries were served under the Modified Conditional Cash Transfer (MCCT), out of the targetted 2,249 households. The administration of the SWDI was not completed during the first quarter of the year, due to the declaration of state of public emergency brought by the COVID-19 which affected the accomplishment of the program. There are also registered households that are no longer eligible to receive cash grants, already delisted or inactive in the program due to waived, no more eligible members, income is above poverty threshold which prevented the administration of the SWDI tool. The discrepancy on the number of household to be served includes household beneficiaries that transfer to other region. In addition, 995 registered households were inactive, delisted and graduated from the program as of 31 December 2020, due to the following cases:

***Number of Regular and Modified Conditional Cash Transfer Active Households tagged***

|  |  |  |  |
| --- | --- | --- | --- |
| **Client Status** | **RCCT** | **MCCT** | **Total** |
| 1. CS 15 No Eligible of HH for CVS Monitoring
 | 27 | 97 | **124** |
| 1. CS 14 No Eligible (0-18 y/o) for CVS Monitoring (Certified by RPMO)
 | 276 | 5 | **281** |
| 1. CS 12 Moved out of the Area Without Notice
 | - | 3 | **3** |
| 1. CS 10 GRS (Ineligibility)
 | 145 | 13 | **158** |
| 1. CS 8 Waived
 | 411 | 12 | **423** |
| 1. CS 6 Duplicates
 | 2 | - | **2** |
| 1. CS 5 GRS (Fraud)
 | 3 | 1 | **4** |
| **Total** | **864** | **131** | **995** |

***to Inactive and Delisted Households (Other Codes)***

The 423 households voluntarily signed a waiver expressing disinterest to be a beneficiary of the program whom some are condfident that they no longer need the help from the government as a subsidy to support the education and nutritional needs of their children. Moreover, 158 households were filed with a grievance case questioning their eligibility to the program wherein were all found ineligible after thorough investigation. At least 4 households were also delisted after committing deceitful acts while enrolled in the program. Further, 124 households have no eligible members for compliance monitoring and 281 households.Three households moved out of the area without notice and 2 were found duplicates. The program recorded 2,308 Pantawid Pamilya-related grievances resolved within established time protocol wherein “ineligibility” category recorded the most of number of resolved cases that exceeded the maximum days of resolution. Meanwhile, appeals, gender-related cases and payment-related issues were the categories recorded the most number of resolved cases with 100% resolution rate. For the financial management, the program has 85.25% obligation and 115.16% utilization rate.

Despite of the operational issues arose in the implementation of the program, other programs and the changes to the directives that affexted the implementation of the program, the field staffs did the leg work, managed, focused and assisted in the Emergency Subsidy Program – Social Amelioration Program validation, distribution of subsidy, among others. While convergence has been a common word, its realization is seen at various levels and contexts. Many strategies were developed and beneficial but some were in disagreement of inconsistent with policies or guidelines.

Similar to the Pantawid Pamilyang Pilipino Program, the **Sustainable Livelihood Program** expected output and outcome are to be accomplished for the second semester for the 2020 GAA. The program modalities are to be accounted once cheques are released and outcome accomplishments will be accounted when SLPAs/participants are involved in micro-enterprise and/or employed but still the program has target of participants equipped to engage in a Microenterprise. With the issuance of Memorandum circular no. 22, series of 2019 on the comprehensive guidelines on the implementation and to ensure that SLP remains relevant to the needs of the communities, the program implementation process was streamlined and simplified.

Further, the passage of Republic Act (RA) No. 11469, otherwise known as the “Bayanihan to Heal as One Act of 2020” and Republic Act (RA) No. 11494 ”Bayanihan to Recover As One Act 2020”, both intensified government response that enjoins all agencies and LGUs to render full assistance and mobilize the necessary resources to undertake urgent and appropriate measures to curtail the effects of the recent declarations on the economic, physical, and psychosocial well-being of the above-enumerated sectors, the DSWD has issued Memorandum Circular No. 09 series of 2020 or the “Omnibus Guidelines in the Implementation of Emergency Subsidy Program of the Department of Social Welfare and Development” in which one of the social amelioration measure indicated is the provision of Livelihood Assistance Grants (LAG). The LAG is a financial assistance from DSWD granted to eligible families whose livelihoods were affected by the implementation of the community quarantine. The LAG can be used to support new or existing micro-enterprise activities and/or augment expenses on pre-employment and food and transportation allowance during the first month of employment. With this premise, including the issuance of National Budget Circular 580 where budget cuts were adopted and reallocated in response emergency health situation, the program adjusted its physical targets based on the actual downloaded allocations from the national office.

For Region CAR, the actual downloaded funds for the grants amount to Php 107,353,656.40. From the total grants, Php 10,048,854.00 covers 600 regular, walk-in/referrals and IDPs, Php 3,120,000.00 covers 156 former rebel participants, Php 23,156,863.40 covers 1,602 LAG participants for both Bayanihan Act 1 and 2, the amount of Php 11,346,940.00 which was tagged as for later release funds (first tranche) covers 134 LAG participants and 1,004 referrals (703 funded and 301 booked as Accounts Payable). The remaining amount from the total grants of Php 59,741,000.00 was tagged as for later release funds (second tranche). However, the region was able to obligate Php 9,689,783.00 covering 699 referral and LAG participants. The unobligated funds of Php 50,051,217.00 will be treated as continuing funds.

Due to budget cuts on grants for the 1st semester then downloading of additional funds for the Bayanihan Act and for later release funds, actual physical accomplishments were treated as adjusted targets. The region was able to comply with NPMOs directives for the regular, LAG and partial first tranche FLR funds disbursement having 100% accomplishment in the outcome indicator 1 which is 100% particpants are equipped to engage in microenterprise. However, for the financial accomplishment of the program, only Php86,035,410.92 (62.45%) was obligated out of their allocation which is Php137,769,005.14 and Php53,920,870.90 or 62.67% utilization.

For CY 2020, monitoring activities were hampered due to health protocols during the community quarantine aside from rendering augmentation of staff (MPDOs) for the ESP-SAP and LAG implementation, contributed on the low accomplishment. Further, existing staff assigned to monitor cannot cover the target caseload.

The implementation of the **KALAHI-CIDSS-NCDDP** in the region is extended this year for some selected areas. As the implementation commenced is the occurrence of the COVID-19 pandemic to which the KC-NCDDP has shifted from the regular Community Empowerment Activity Cycle (CEAC) to Disaster Response Operation Modality (DROM) in all its covered municipalities. This is in response to the declaration of the State of National Calamity (Proclamation No. 929) on March 16, 2020. The KALAHI-CIDSS, in its capacity to work with the people in the vulnerable community is taking its experience to use the program to complement with all other efforts of different government agencies. The DROM is a temporary procedure that was adopted to facilitate the implementation of the community-driven development (CDD) COVID-19 disaster response. With the DROM, the CEAC activities have been simplified and fast-tracked. This is to effectively and efficiently implement the program amid this crisis. Hence, in the last week of May, from regular CEAC mode of implementation, DROM was activated in the KC-NCDDP municipalities and work plans and timelines were revised as a result of the change.

As of 31 December 2020, the only three target municipalities for the year ballooned to 14 municipalities with 114 barangays which is equivalent to 467% increase of municipal coverage. The figure also means the increase of one province to five provinces. As reported in the first semester, the first three municipalities were enrolled in February to March, one in June, four in July, three in August, and three in November. This varying timeline of enrolment was dependent on the downloading of approved WFP and target areas by the NPMO. Given the targets for the year, a total of 105 out of 144 KC-NCDDP sub-projects were completed in accordance with technical plans and schedule wherein 26, 186 households benefitted from completed KC-NCDDP sub-projects from the 32, 521 target. Thirty-two completed KC-NCDDP projects that have satisfactory or better sustainability evaluation rating fully achieving the regional target.

The following were the identified hindering factors of implementation why there are six not completed SPs:

1. Limited manpower due to the following:
	1. COVID-19 protocols (lockdown in the area due to positive case), presence of other LGU projects in the barangay and municipality;
	2. Works were affected by community cultural and economic activities and presence of death community member near the project sites;
	3. In Buguias, Benguet, laborers preferred gardening due to high demand; and
	4. In Buguias, Benguet, manpower is limited in one barangay due to low wages which was certified by the Municipal Engineer.
2. Occurrence of typhoons and continuous rainfall, which affected the works. In Buguias, Benguet, the pakyaw group abandoned the SP due to the long span of work suspension caused by the recent typhoon.
3. The complexity of works for the SPs requires more time compared with the remaining days of the year.

The five SPs in Buguias, Benguet will be completed by end of January 2021. While for Pasil, the completion will be shouldered by the MLGU and is targeted to be completed by 31 March 2021 including the 26 KKB, KSB, and PAMANA IP-CDD SPs. On the other hand, for the indicator on the conduct of sustainability evaluation (SE), the accomplishment is 100% of the target 32 SPs to be conducted with 1st round assessment. The MLGUs of Asipulo and Sadanga conducted the SEs in their municipalities. Meanwhile, convergence strategy was implemented for the municipalities of Hingyon and Natonin. Members of SWADT who are previous KC-NCDDP staff were tapped in the provision of technical assistance to the other MLGUs with the persmission from thier respective supervisors.

On the empowerment of women, 50.86% of women volunteers were trained on CDD surpassing the 50% target by 0.86%. On the percentage of paid labor jobs created by KC-NCDDP projects are accessed by women, the program was able to accomplish 41% exceeding the target by 15.92%. This implies that the principle of wider women participation in all community planning and decision-making activities and in labor is already imbibed in the communities. Being previously KC-covered municipalities, the principle has become a way of living. To be able also to attain the targets, it was ensured in the planning phase of the sub-project implementation that women should comprise at least 25% of the workers. However, since most of the SPs were completed in the last two weeks of December, the encoding of workers in the PIMS DeskApp is ongoing in the municipalities

On the other hand, 100% of registered KC-NCDDP Grievances were satisfactorily resolved in line with the GRS again above the 80% target. This was made possible with the inclusivity principle of the program and the installation of the Grievance Redress System in all covered barangays, all types of grievances - queries, complaints, and suggestions - are responded at the barangay and municipal levels. So far, no grievances were received or elevated at the RPMO level.

On the financial accomplishment, the program has achieved 94% as to obligation and 91% as to disbursement vis-à-vis allocated budget. The implementation was greatly affected by the delayed approval of the National Recalibrated 2020 WFP of KC-NCDDP at the national office, delayed issuance of Authority to Hire at least majority of RPMO staff, delayed hiring of ACT staff due to scarcity of applicants and the suspension of program implementation due to ECQ declaration. ACTs and MFAs were only deployed towards the end of February 2020 while four out of nine CEFs were deployed this April and the remaining were recently hired for deployment to their respective areas. Previously submitted request for reallocation of continuing funds were put on hold during the community quarantine. The submission of new request for reallocation and withdrawal was recently allowed by the NPMO towards the end of May 2020. However, approval of submitted request remains to be on process at the NPMO. For the allocated funds on the original WFP for ODM Trainings amounting to ₱4,984,415.2, the reallocation for this allotment received for other expense items were put on hold in compliance to National Budget Circular dated April 22, 2020 and the need for the recalibration of WFP as instructed by NPMO. The RPMO submitted the new request for reallocation in May 29, 2020 immediately after the NPMO allowed submission but no approval is received yet. Overall, 100% of its obligated funds were disbursed which Php5, 377, 983.53 out of the total budget which is Php23, 730, 225.33.

Based on assessment, there were targets that were not fully accomplishment, this failure was significantly due to the occurrence of the COVID-19 pandemic resulting to cancellation of activities and limited mobility of MLGUs to conduct sustainability evaluation. While the pandemic affects the financial accomplishment, it can be deduced that this was not the major reason but the delayed approval of the National Recalibrated 2020 Work and Financial Plan that resulted to the late hiring of both the RPMO and ACTs and the commencement of implementation in general. However, with the actions taken by the region, some of the delays were minimized and was able to catch-up with the activities as per timeline.

***ORGANIZATIONAL OUTCOME 2: RIGHTS OF THE POOR AND THE VULNERABLE SECTORS PROMOTED AND PROTECTED***

This outcome refers to the results of the Department’s ***protective programs and services*** provided to poor as well as its clients in residential and non-residential facilities and other vulnerable sectors of the society. This is to guarantee that the vulnerable individuals and groups, namely, the children, youth, women, persons with disability, senior citizens, solo parents and indigenous peoples are able to benefit from the programs and services provided by the government, especially by 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*.*

Interventions that contribute to the realization of this outcome include: Services in DSWD Residential and Non-Residential Facilities; Supplementary Feeding Program; Social Pension Program for Indigent Senior Citizens; Community-based Programs and Services; Adoption and Foster Care Services; Assistance to Individuals in Crisis Situations; Comprehensive Program for Street Children, Street Families, and Bajaus; Issuance of Travel Clearance for Minors Travelling Abroad; and Services for Trafficked Persons and Distressed Overseas Filipinos. The table below shows the status of accomplishment under the Organizational Outcome 2:

***Table 4. Targets versus Accomplishments on Outcome Indicators under OO2***

| **Outcome Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| --- | --- | --- | --- | --- | --- |
| **Male** | **Female** | **Total** |  |  |  |
| **RESIDENTIAL AND NON-RESIDENTIAL CARE PROGRAM**  |
| Percentage of clients in residential and non-residential care facilities rehabilitated: |
| a. Residential Care Facilities |
| a.1 RSCC | 27 (30%)of the 90 annual target | 22 (40%) rehabilitated out of 55 client served for the year 2020  | 22 (40%) rehabilitated out of 55 client served for the year 2020 |  44 (80%) rehabilitated ot of 55 clients served for the year 2020 | 17 | 0.63 | Minor Deviation |
| a.2 RRCY | 15 (30%) of the 50 annual target | 21( 72%) out of 29 clients served for the year 2020) | - | 21( 72%) out of 29 clients served for the year 2020) | 6 | 0.4 | Minor Deviation |
| a.9 Haven for Women and Girls |  39 (30%) of the 130 annual target | 1 | 26 out of 50 clients served for the year 2020 | 27 (54%) out of 50 clients served for the year 2020) | -12 | -0.31 | Minor Deviation |
| **SUPPLEMENTARY FEEDING SUB-PROGRAM** |
| Percentage of malnourished children in CDCs and SNPs with improved nutritional status: | ANA | 10.65% | 10.48% | 10.57% | 0% | 0% | Full target achieved |
| Number of Malnourished Children before feeding sessions | ANA | 2,248 | 2,118 | 4,366 | 0 | 0 | Full target achieved |
| Number of Malnourished Children with improved nutritional status (After feeding session) | ANA | 1,176 | 1,100 | 2,276 | 0 | 0 | Full target achieved |
| a. Severely underweight to Underweight | 10.00%(70 of 693) | 206 | 185 | 56%(391 of 693) | 67.19% | 6.72% | Minor Deviation |
| b. Underweight to Normal | 80.00%(2,383 of 2,979) | 970 | 915 | 1885 | -498 | -0.21% | Minor Deviation |
| Number of children in CDCs and SNPs provided with supplementary feeding for 9th cycle (2019-2020) | 42,999 | 21,104 | 20,213 | 41,317 | -1,682 | -0.04 | Minor Deviation |
| Number of children in CDCs and SNPs provided with supplementary feeding for 10th cycle  | 37,887 | - | - | 35,667 | -2,220 | -0.06 | Minor Deviation |
| **SOCIAL WELFARE FOR SENIOR CITIZENS SUB-PROGRAM** |
| Percentage of beneficiaries using social pension to augment daily living subsistence and medical needs | 100% | - | - | 100.00% | 0% | 0% | Full target achieved |
| Number of beneficiaries using social pension to augment daily living subsistence and medical needs | 95,539 | 40,515 | 53,701 | 94,216 | -2,323 | -0.02 | Minor Deviation |
| **PROTECTIVE PROGRAMS TO INDIVIDUALS AND FAMILIES IN ESPECIALLY DIFFICULT CIRCUMSTANCES SUB-PROGRAM** |
| Percentage of clients who rated protective services provided as satisfactory or better (AICS | 100% | 30.17% | 67.44% | 97.61% | -2.39% | -0.02 | Minor Deviation |
| Percentage of clients who rated protective services provided as satisfactory or better (Minors Travelling Abroad | 100% | 22.52% | 75% | 97.52% | -2.48% | -0.02 | Minor Deviation |
| **SOCIAL WELFARE FOR DISTRESSED OVERSEAS FILIPINOS AND TRAFFICKED PERSONS SUB-PROGRAM** |
| Percentage of assisted individuals who are reintegrated to their families and communities |   |   |  |  |   |  |  |
| a. Trafficked Persons | 56 | 1 | 49 | 50 | -6 | -0.11 | Minor Deviation |
| b. Distressed Overseas and Undocumented Filipinos | 100% | 100 % | 100 % | 100 % | 0% | 0% | Full target achieved |

***Table 5. Targets versus Accomplishments on Output Indicators under OO2***

| **Output Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| --- | --- | --- | --- | --- | --- |
| **Male** | **Female** | **Total** |
| **RESIDENTIAL AND NON-RESIDENTIAL CARE SUB-PROGRAM**  |
| **Number of clients served in residential care facilities** |
| a.     RSCC | 90 | 30 | 25 | 55 | -35 | -0.39 | Minor Deviation |
| b.     RRCY | 50 | 29 | 0 | 29 | -21 | -0.42 | Minor Deviation |
| c.    Haven for Women and Girls  | 130 | 20 | 30 | 50 | -80 | -0.62 | Minor Deviation |
| **ALOS of clients in residential facilities** |
| a.     RSCC | ANA | Discharge based: **201** Rehabilitation Based : **237** Admission Based: **219** | 0 | 0 | Full target achieved |
| b.     RRCY | ANA | Discharge based: **245** Rehabilitation Based : **945** Admission Based: **335** | 0 | 0 | Full target achieved |
| c.    Haven for Women and  Girls | ANA | Discharge based: **102**; Rehabilitation based: **112**; Admission Based: **117** | 0 | 0 | Full target achieved |
| **Percentage of facilities with standard client-staff ratio** |
| Number of Facilities with Standard Client Social Worker Ratio |
| a.     RSCC | 1:25 | For the 55 children served for the year, the ratio is1:311:2401 SW:3 children | 0 | 0 | Full target achieved |
| b.     RRCY | 1:15 | 1:6 | 0 | 0 | Full target achieved |
| c.    Haven for Women and Girls | 1:30 | 1:20 | 0 | 0 | Full target achieved |
| Number of Facilities with Standard Client Houseparent Ratio |
| a.     RSCC | 1:5 0 to 6 months old; 1:10 above 6 months to below 2 yrs old; 1:15 above 2 yrs old | For the 55 children served in 2020, Clients assigned to Houseparents are the following: 1:13 children (0 to below 6 months 1:13 children 6 months to below 2 yrs old and 2 with special needs; 1:27 children 2 yrs old and above  | 0 | 0 | Full target achieved |
| b.     RRCY | 1:20 | 1:3 | 0 | 0 | Full target achieved |
| c.    Haven for Women and Girls | 1:21 | 1:25 | 0 | 0 | Full target achieved |
| Percentage of facilities compliant with the National Building Code  | ANA | On-going renovation | 0% | 0% | - |
| Number of Facilities compliant with the National Building Code (out of 3 facilities) | 3 | - | - | 2 | -1 | -0.33% | Minor Deviation |
| **SOCIAL WELFARE FOR SENIOR CITIZENS SUB-PROGRAM** |
| Number of senior citizens who received social pension within the quarter | 96,539 | 40,515 | 53,701 | 94,216 | -2,323 | -0.02 | Minor Deviation |
| Number of centenarians provided with cash gift | 60 | 12 | 49 | 61 | 1 | 0.02 | Minor Deviation |
| Number of beneficiaries served through AICS: | 10,332 | 5,335 | 11,790 | 17,183 | 6,851 | 0.66 | Minor Deviation |
| a. Medical Assistance | ANA | 2,477 | 5,484 | 8,019 | 0 | 0 | Full target achieved |
| b. Burial Assistance | ANA | 201 | 456 | 657 | 0 | 0 | Full target achieved |
| c. Educational Assistance | ANA | 1,210 | 2,856 | 4,066 | 0 | 0 | Full target achieved |
| d.  Transportation Assistance | ANA | 20 | 23 | 43 | 0 | 0 | Full target achieved |
| e.  Food Assistance | ANA | 6 | 23 | 29 | 0 | 0 | Full target achieved |
| f.  Non-Food Assistance | ANA | 0 | 1 | 1 | 0 | 0 | Full target achieved |
| g. Other Cash Assistance | ANA | 156 | 277 | 433 | 0 | 0 | Full target achieved |
| f. Psychosocial | ANA | 1,246 | 2,610 | 3,856 | 0 | 0 | Full target achieved |
| i. Referral | ANA | 19 | 60 | 79 | 0 | 0 | Full target achieved |
| **ASSISTANCE TO COMMUNITIES IN NEED (ACN)** |
| Construction/ Repair of Day Care Center and Senior Citizen Center through Assistance to Communities in Need |
| Number of subprojects completed | 24 | 2 | 3 | 5 | -19 | -0.79 | Minor Deviation |
| Number of clients served through community-based services |
| Total | ANA | 51 | 98 | 149 | 0 | 0 | Full target achieved |
| a.   Women | ANA | 0 | 20 | 20 | 0 | 0 | Full target achieved |
| b. Children | ANA | 8 | 7 | 15 | 0 | 0 | Full target achieved |
| c. Youth | ANA | 11 | 16 | 27 | 0 | 0 | Full target achieved |
| d. PWDs | ANA | 4 | 7 | 11 | 0 | 0 | Full target achieved |
| e. Senior Citizens | ANA | 21 | 48 | 69 | 0 | 0 | Full target achieved |
| f. MEDC | ANA | 7 | 0 | 7 | 0 | 0 | Full target achieved |
| **UNCONDITIONAL CASH TRANSFER (UCT) GRANTS** |
| a. 2018 beneficiaries | 23,705 | - | - | 22,071 | -1,634 | -0.07 | Minor Deviation |
| b. 2019 beneficiaries | 23,448 | - | - | 20,762 | -2,686 | -0.11 | Minor Deviation |
| c. 2020 | 23,448 | - | - | 0 | -23,448 | -1 | Minor Deviation |
| **ALTERNATIVE FAMILY CARE PROGRAM** |
| 1. Development of Regular Prospective Adoptive ParentsNumber of children served through Alternative Family Care Program | 4 | 4 | 0 | 4 | 0 | 0 | Full target achieved |
| 2. Development of Regular Foster Parents | 5 | 3 | 2 | 5 | 0 | 0 | Full target achieved |
| 3. Children provided with Alternative Family Care Services | 18 | 11 | 17 | 28 | 10 | 0.56 | Full target achieved |
| 3.a. Number of Dosier Endorsed to CO and Issued with CDCLA |  | 7 | 11 | 18 |  |  |  |
| 3.b. Number of Children issued with PAPA/ACA and Regional Adoption Clearance |  | 4 | 6 | 10 |  |  |  |
| 4. Number of Eligible Children Placed under Foster Care Provided WITH SUBSIDY | 45 | 17 | 24 | 41 | -4 | -0.09 | Minor Deviation |
| 5. Number of Children Cleared for Intercountry Adoption | 5 | 1 | 5 | 6 | 1 | 0.2 | Minor Deviation |
| **Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program** |
| Number of trafficked persons provided with social welfare services |
| Total | 56 | 1 | 49 | 50 | -6 | -0.11 | Minor Deviation |
| a. Adults | 1 | 29 | 30 |
| b. Children | 0 | 14 | 14 |
| c. Youth | 0 | 6 | 6 |
| d. PWDs | 0 | 0 | 0 |
| e. Senior Citizens | 0 | 0 | 0 |
| Number of distressed and undocumented overseas Filipinos provided with social welfare services: |
| Total | ANA | 197 | 219 | 416 | 0 | 0 | Full target achieved |
| MALAYSIA | ANA | 3 | 6 | 9 | 0 | 0 | Full target achieved |
| JEDDAH,KSA | ANA | 16 | 11 | 27 | 0 | 0 | Full target achieved |
| RIYADH,KSA | ANA | 16 | 13 | 29 | 0 | 0 | Full target achieved |
| QATAR | ANA | 2 | 7 | 9 | 0 | 0 | Full target achieved |
| HONG KONG | ANA | 3 | 32 | 35 | 0 | 0 | Full target achieved |
| DUBAI,UAE | ANA | 7 | 20 | 27 | 0 | 0 | Full target achieved |
| KUWAIT | ANA | 5 | 9 | 14 | 0 | 0 | Full target achieved |
| OTHER COUNTRIES | ANA | 136 | 110 | 246 | 0 | 0 | Full target achieved |
| OFWs Family Member In Philippines | ANA | 9 | 11 | 20 | 0 | 0 | Full target achieved |
| *Breakdown By Age Category* |  |  |  |  | 0 | 0 | Full target achieved |
| a. Adults | ANA | 145 | 164 | 309 | 0 | 0 | Full target achieved |
| b. Children | ANA | 2 | 0 | 2 | 0 | 0 | Full target achieved |
| c. Youth | ANA | 46 | 52 | 98 | 0 | 0 | Full target achieved |
| e. Senior Citizens | ANA | 4 | 3 | 7 | 0 | 0 | Full target achieved |

***Table 6. Financial Performance under OO2***

| **Program/Activity/Project** | **Allocated Budget** | **Obligations****(As of 31 December 2020)** | **Utilization Rate (%)** | **Disbursement** | **Utilization Rate (%)** |
| --- | --- | --- | --- | --- | --- |
| Residential and Non-Residential Care Facilities | Php47,479,093.98 | Php46,150,472.49 | 97.20% | Php45,976.771.46\* | 99.62% |
| Supplementary Feeding Sub-Program | Php72,855,974.95 | Php67,774,142.14 | 93.02% | Php44,351,470.65\* | 65.44% |
| Social Pension for Indigent Senior Citizens | Php655,997,321.69 | Php606,158,583.79 | 92.40% | Php586,561,211.38\* | 96.77% |
| Implementation of Centenarians Act of 2016 | Php6,617,000.00 | Php6,542,295.73 | 98.87% | Php6,531,013.73\* | 99.83% |
| Unconditional Cash Transfer Program (UCT) | Php8,294,549.92 | Php6,419,335.32 | 77.39% | Php4,071,761.35\* | 63.43% |
| Assistance to Individuals in Crisis Situation (AICS) | Php2,029,498,460.76 | Php1,908,178,087.49 | 94.02% | Php1,835,974,242.44\* | 96.22% |
| Alternative Family Care Program | Php7,544,866.15 | Php6,367,588.34 | 84.40% | Php5,538,999.82\*\* | 86.99% |
| Protective Services Program PSF-Community-Based | Php 5,578,757.44 | Php5,189,546.64 | 93.02% | Php4,351,992.26\*\* | 83.86% |
| Protective Services Program PSF-Proper | Php21,600.00 | Php21,600.00 | 100% | Php21,600.00\*\* | 100% |
| Recovery and Reintegration Program For Traffic Persons (RRPTP) | Php1,019,080.47 | Php727,414.99 | 71.38% | Php687,003.68\*\* | 94.44% |
| Services to Overseas Filipinos and their Families (International Social Services Office - ISSO) | Php485,428.00 | Php462,228.00 | 95.22% | Php381,191.37\*\* | 82.47% |
| Assistance to Persons with Disability and Older Persons | Php550,109.00 | Php550,109.00 | 100% | Php31,576.00\*\* | 5.74% |

\*Disbursement as of 31 December 2020

\*\* Disbursement as 23 December 2020

As reflected in Table 4 and Table 5 most of the targets under Organizational Outcome 2 are fully met. First under the OO2 is the **Residential and Non-residential Care Program**. Two out of three (3) regional residential facilities are already function but still undergoing renovation as part of the National Building Code compliance, nevertheless, for the First Semester of 2020, the **Reception and Study Center for Children** has served a total of fifty five (55) children or 61% of the ninety (90) cases targeted for the year. There are forty four (44) or 49% who were rehabilitated, 31 were returned to their families/relatives, 5 were entrusted to their adoptive parents (3 local and 2 inter country), and 8 were matched or have improved level of functioning and currently sheltered at the center. There are also 11 children still at the center who are matched or have improved level of functioning. Of the 55 client served, sixteen (16) are carry over cases from last year and thirty nine are new admissions. The carry over cases are difficult to place as they are either diagnosed with global developmental delay, parents are diasgnsed with mental illness, siblings are above six years old or children referred have lacking documents that needs to be processed with MSWDOs or with the court. The unmet target is associated to the travel restrictions imposed due to the COVID-19 Pandemic.

Meanwhile the **Regional Rehabilitation Center for Youth (RRCY- CAR)** one of the residential facility catering to Children in - Conflict with the Law (CICL) whose sentence are suspended providing them opportunity for holistic therapeutic modality programs gearing towards a second chance in life and for them to become a productive member of our society. By the end of the second semester, twenty-one out of twenty-nine (21 out of 29) or 72.41% of the residents served were rehabilitated based on the results of the deliberations/reviews conducted by the center-based rehabilitation team on the residents’ rehabilitation plans. Further, the results of various tools administered on these residents such as the Social Functioning Indicators, Rehabilitation Indicators, and Child and Adolescent Needs Assessment were also used as basis for assessing these residents’

rehabilitation progress. Out of the twenty-one (21) rehabilitated residents, one (1) has been finally discharged upon the center’s receipt of the court order on December 2020 and three (3) cases have been terminated. Ten (10) residents are still undergoing trial reintegration in their respective communities while awaiting their court orders for the termination of their cases. Further, seven (7) are still at the center while awaiting their court orders allowing them to undergo their trial reintegration. Out of the target 30 residents to be served in CY 2020, 26 residents were served at the end of the year. The -3.34% variance could be attributed to ECQ months during the 1st semester of the year where there were no admissions because of travel restrictions. The admission-based ALOS with a major deviation of +513% indicates that admitted residents had an average of 945 days of stay in the center vis-à-vis the target of 184 days (roughly 6 months). Further, the average length of stay of rehabilitated residents with a variance of +180% (major deviation) implied that the average length of stay of a resident who have completed the process of his rehabilitation process is at 333 days vis-à-vis the target of 184 days (roughly 6 months). Lastly, the discharge-based ALOS has a

variance of +133% (major deviation) indicating that a resident had an average of 245 days of stay in the center before he was finally discharged from the center for after-care services. Generally, the following circumstances resulted to the likelihood of a resident’slonger length of stay in the center:

• lengthy legal process where the center has to wait for court orders before a resident is finally discharged for after-care services;

• resident’s need for in-depth psychosocial interventions and the process he has to undergo before completing the rehabilitation process;

• family’s readiness/support for the reintegration of the resident;

• active/collaborative participation of the referring local social welfare and development especially in complying with documents needed for the resident’s reintegration such as the parental capability assessment report, and

• willingness of the resident to participate in the change process.

Although the staff-resident ratios present negative variances with a -60% variance for the social worker-resident ratio and -85% variance for the house parent-resident ratio, these became an advantage in service provision because the staff could adequately meet the differing and specialized needs of the residents. Towards the end of the semester, the center underwent rigorous pre-accreditation and actual accreditation activities with the National Inspectorate Committee and the Standards Bureau of the DSWD Central Office, respectively, thus the RRCY was accredited Level I. In preparation for accreditation, the RRCY complied with all the required documents for physical structure safety standards as required by law leading for the Office of the Building Official of the Municipality of Sablan, Benguet issued a Certificate of Occupancy to RRCY on 26 October 2020. For the **Regional Haven for Women and Home for Girls**, fifty (50) residents or 38% were served out of the 130 annual target, which implies a negative variance, and a major deviation from the target number of residents served. Sixteen of the residents were carry over cases from CY 2019 while there are only 34 new admissions. This can be attributed to the ECQ period wherein there were only few admissions since March 17, 2020. Strandee got the highest number of served for 2020 with a total of 21 residents (8 WEDC and 13 CNSP) followed by Sexually abused with a total of 10 (1 WEDC and 9 Girls). There are also 8 counted under Dependent. Of the total clients served, there were 27 or 54% rehabilitated wherein 3 of whom are presently on home leave awaiting Parenting Capability Assessment Report from their respective Local Government Units. Among these rehabilitated residents, 17 are CNSP, 6 are WEDC and 4 are Dependents.

As to financial management, the Residential and Non-Residential Care Facilities were able to disburse 99.62% of their obligated budget from their annual budget of Php47, 479,093.98. There fund utilization caused by the cancellation of activities for the residents and staff to comply and establish health protocols for COVID-19 during and after the ECQ period. Despite the setbacks brought by the pandemic, it is noteworthy that the RRCY and RSCC went beyond thier rehabilitation rate target for the year. However, there is low admission caused by the COVID-19 Pandemic.

Another indicator under OO2 is the implementation of the **Supplementary Feeding Program**, one of the core programs implemented by the agency catering to the children sector specifically in the provision of hot meals to children aging 3-5 years old enrolled in Child Development Centers. As one of the flagship programs focusing on vulnerable age groups, it requires a team unified enough to meet such program challenges and implementation. A team with environment that promotes communication, trust, cooperation and respect for differences alongside their determination to creatively deliver the services of the program. With the start of No Fund Transfer Policy for 2019 as stated in the MC 3 Series of 2019, implementation of the program had been challenging, yet the team was able to make Field Office CAR the first region to conduct feeding during the 9th Cycle. This is reflected by numerous projects and initiatives geared towards improving not only the nutritional status but the general welfare of the children dealt with for the past years. While statistical results are expected from each worker, every member of the team gave more than what is asked for-compassion and heart for children. By the end of 4th Quarter, 98% or 76 of the 77 LGUs had already implemented with the 10th Cycle Feeding Program with the support of the MATs and PATs who acted as inspectors during the deliveries. Local Government Units also assisted during the distribution and ensured that the activities went ahead smoothly. Additonally, members of the team had short meetings and updating to Child Development Worker during the deliveries. These efforts and sacrifices resulted to the accomplishment of 35,667 over the 37,887 targetted children in CDCs and SNPs provided with supplementary feeding. While in fact that there is variance on the accomplishment of the program, this could be attributed on the data not yet submitted considering that one LGU has not yet started their feeding program for the 10th cycle and most LGUs are still on the completion of the 120 feeding days. On the other hand, the program was able to accomplish 41, 317 (96.09%) of their 42,999 targetted children in CDCs and SNPs provided with supplementary feeding for the 9th Cycle. In the this cycle, some LGUs with under target beneficiaries extended the feeding program. In addition, some factors affected the output include that some children have dropped out, transferred to other region and accelerated to kindergarten. As to financial management, the programs obligation is low due to failed bidding and pended activities due to Pandemic. For Subsidies, bulk of the budget was the allotted for Milk Feeding of Baguio City which is still awaiting for update from the NDA. Remaining obligated budget will be for payment of the spill over for 2021 deliveries of various Municipalities of Abra, Ifugao, Kalinga and Mt. Province. Similarly, for travelling expenses, staff has limited travel within the semester due to pandemic.

The implementation of feeding for school year 2019-2020 is a pilot implementation of the MC. 03, series of 2019 on the Regional Procurement scheme since it is only the option possible for implementation. The 9th cycle implementation is the learning avenue for the staff for the succeeding implementation. Activities conducted along with its gaps, challenges and hurdles served as a catapult to improve future similar activities like the early procurement for the 11th cycle implementation.

Furthermore, other indicators are targeted under the **Social Pension Program for Indigent Senior Citizens** and **Centenarian**. Despite the COVID - 19 pandemic, the Social Pension Program paved way to disburse the stipend to the beneficiaries*.* For the year, the Physical Accomplishment of the program is 97% or 94,216 social pensioners were served out of the 96, 539 targetted beneficiaries. The program was able to disburse Php586,561,211.38 of its obligated fund of Php655,997,321.69. Out of the total target for the region, only 94, 405 are active wherein 2,131 beneficiaries are for replacement. Currently, the region has 2,353 eligible waitlist from the total submitted beneficiaries by the LGUs. Moreover, there are 110 list of possible beneficiaries for sending to the Central Office to eligibility assessment/cheking. On the other hand, the agency targeted a number of sixty (60) eligible **centenarians** wherein fifteen (15) are targeted for each quarter. Due to the sudden implementation of Enhanced Community Quarantine (ECQ) caused by the COVID-19 pandemic, travels and other related activities were cancelled, thus, the planned schedule for the year was not followed. . However, the current situation did not halt the program from its implementation. Releasing of cash gifts were conducted in the months of March to September. achieving the full target as early as third quarter period. With the availability of fund and eligible grantees, cash gifts for the 3rd and 4th quarter target was processed and released. Achieving the full target as early as 3rd quarter period. This year, the accomplishment of the program exceeded the target from 60 to 61 paid centenarians and was able to utilized 99.83% of its obligated funds. For CAR Centenarians, females are dominant than male and the oldest grantee for the year based on documents submitted is 11 years old female from the province of Benguet.

Moreover, today’s current situation, the government continuously boost preventive measures to control the possible transmission the occurrence of the COVID-19 pandemic and continuously implement and deliver social services to the public especially to individuals, families and communities who are in need or in crisis. One of these programs is the Assistance to Individuals in Crisis Situations through the **Crisis Intervention Unit and its Satellite Offices.**  The Field Office continuously provide financial assistance to walk-in and referral clients including those who were excluded to SAP (Social Amelioration Program) were provided with assistance to augment their medical and burial needs. For the year, 17,183 individuals who are in crisis availed our services and were all served. As to breakdown, a total of 8, 019 availed medical assistance, 4, 066 availed medical assistance, 3, 856 educational assistance, 657for burial assistance, 433, other cash assistance, 79 referral, 43, transportation, 29 food assistance, and 1 non-food assistance. Most of clients interviewed seeking for medical assistance were affected by the quarantine due to pandemic that some decrease their monthly wages while others lost their jobs and they could hardly provide their medical needs or medical expenses of their families or relatives. Their option is to seek external resources, which is thru AICS in DSWD. For some clients case is due to the exhausted Philhealth benefits for payment of dialysis treatment and chemotherapy sessions. Most of the clients were provided with maximum outright cash of Php10,000 or thru guarantee letters higher than Php10,000. Most of LGUs funding resources exhausted during the last quarter. Clients provided with educational assistance are college students, high school, senior high and elementary pupils who are mostly indigent, in crises due to the effect of quarantine because of the pandemic. Most of the clients could hardly meet / provide their educational needs such as school projects, uniforms and other related school needs such as tablets, cell phones and internet loads for on line and modular classes due to irregular or no source of income of parents. The total number of served clients exceeded the regional target of 10,332.

The year 2020 is supposed to mark the culmination of the **Unconditional Cash Transfer (UCT) program**. However, with the COVID 19 pandemic that has crippled the Philippine economy and has placed restrictions on movement of individuals, the targets of the UCT were not delivered. Over the counter pay-outs scheduled within the first quarter of the year were cancelled following the imposition of Enhanced Community Quarantine over the island of Luzon. In the following months, LGUs began imposing their own quarantine restrictions and limitation on mass gatherings. Despite the situation, the UCT RPMO was able to delist 715 UCT beneficiaries as they are already Pantawid Pamilya beneficiaries in accordance to the directive from the UCT NPMO. In October, another 20,969 new target beneficiaries were added to the existing 23,705 beneficiaries making the total UCT beneficiaries to 44,674.Due to health protocols that restricted mass gatherings, the NPMO directed for the release of UCT grants via Landbank’s cash card facility. In preparation, Undersecretary Camilo Gudmalin led the UCT in the conduct of a massive validation activity for the following purposes: to complete the 10 Million target UCT beneficiaries; to generate Social Access Cards of said beneficiaries and to gather the needed data for the enrolment of beneficiaries in Landbank’s cash card facility. Motorcycle riding validators were hired to do house to house validation. To speed up the process, the validation involved taking of photos of the beneficiary, the beneficiaries’ house, valid ID and birth certificates. The photos were then uploaded to a Google Drive. For CAR, the total target of beneficiaries that were subjected to validation is 43,959 wherein the total number of beneficiaries that were validated and whose photos were uploaded and were verified is 24,412. Of this, 18,634 have complete photos while 5,778 have incomplete photos.

Under the Protective Services Division of the Department of Social Welfare and Development – CAR is the Adoption Resources and Referral Unit (ARRU) responsible to monitor the existence, number, and flow of children legally available for adoption/ foster care and prospective adopter(s)/ foster parent(s)/family along facilitation of matching conferences and other activities align with the fulfilment of those objectives. Based on the FY 2020 Office Performance Contract of DSWD – CAR, there are five (5) success indicators that correspond with the Unit’s core functions, that includes; (1) development of regular prospective adoptive parents, (2) development of regular foster parents, (3) children provided with alternative family care services (endorsed to CO and issued with CDCLAA, PAPA/ACA and Regional Adoption Clearance), (4) number of eligible children placed under foster care provided with subsidy, and (5) number of children cleared for intercountry adoption. The planned and scheduled activities of the Section have been hugely affected by the COVID-19 pandemic, however, the program was able to cope with the new normal and continue to carry out its mandate and achieve its targets for the year. It is noteworthy that despite the struggles and disruptions encountered during this pandemic, the program has achieved the target and was able to develop four (4) regular prospective adoptive parents and five (5) regular foster parents for the year. The PMB has approved the proposed amendment to decrease the eight (8) physical targets to five (5) developed regular foster parents for the year 2020. The FO have proposed amendment to decrease the physical target in the development of regular foster parents considering that Cordillerans have a close-knit family ties, and it has been a challenge to advocate regular foster care within the province. Majority of Cordilleran families are very open to care for their relatives but hesitant to take in unrelated children within their family. But through consistent advocacy and localized orientation and involvement of partners and stakeholders, eventually regular fostering is being considered by some families. Moreover, there are seven (7) adoptive parents for independent placement in the regional matching conferences assessed and presented. It is also remarkable that targets the performance indicators for the year were overshoot by 10 or 55%. There are eighteen (18) dossiers of children endorsed and issued with CDCLAA or 64.29% of the children provided with Alternative Family Care Services. Also, ten (10) children or 35.71% were presented to the regional matching conferences and issued with PAPA/ACA. Of the ten, seven (7) or 70% are independent placement while the remaining three (3) children or 30% are placed to regular prospective adoptive parents. One child is still for placement or for third presentation. In addition, seven (7) children were also presented to the regional matching conferences and issued with Regional Adoption Clearance (RAC). The clearances were endorsed together with the child’s dossier for presentation to the interregional matching conference. Its overall percentage of fund utilization of the Section FY 2020 is 84.40% on obligation and 86.99% on the disbursement.

The Department being the co-chairperson of the Inter-Agency Committee Against Trafficking (IACAT) and the lead agency in social protection aims to contribute to the country’s goal to achieve the Tier 1 ranking, a status ascribed to countries whose governments fully comply with the minimum standards set by the Section 8 of the Trafficked Victims Act. Hence, the Department of Social Welfare and Development has implemented the **Recovery and Reintegration Program for Trafficked Persons (RRPTP)** to scale up the programs and services and deliver better interventions to victim-survivors of trafficking at various levels. To strengthen therefore the existing programs for trafficked victims and support capacity building activities for service providers, fund augmentation need to be provided by the Department to all Field Offices while various components of program for trafficked persons and their families are strengthened. Further, the region has operated residential care facilities for women and girls who have been victims of abuse. However, there is a need to provide capability building to all frontline service providers in managing and handling victim-survivors of trafficking in person, as well as intensify the advocacy campaign to increase people’s awareness on issues of trafficking and strengthen community participation to prevent them from becoming victims of human trafficking. For 2020, 56 clients are targeted and the Field Office was able to served 50 clients. Out of 50, five of the clients served were provided with one service while 45 remaining clients received 2 or more services from this program. As per the reintegration target of 100%, only one client remains in temporary shelter because her mother’s whereabouts is unknown considering that the client is minor. The 1st quarter of 2020 has 13 clients who are all undocumented overseas Filipinos referred by Social Welfare Attaché of Dubai and United Arab Emirates (UAE), and International Social Services Office (ISSO). The 2nd quarter consists of 13 clients of which seven are undocumented overseas Filipinos, one carry over online sexual exploitation of children (OSEC) case and four new cases of sexual exploitation of minors. The 3rd quarter reveals only five clients served, of which four are the same new cases of sexual exploitation of minors referred during the 2nd quarter, while the remaining one is a carryover case from 2018. For the 4th quarter, a total of 19 clients served wherein nine are new cases, seven are carryover ones, and three are closed cases but were still served as these three cases were assessed in need of social services. Considering the availability of funds, these closed cases were the last to be provided with services prioritizing the new and carryover cases.

Looking at the overall picture of the trafficked persons provided with services, there is a slight decrease of clients served – from 58 in 2019 to 50 in 2020. The COVID-19 pandemic and vacancy of the RRPTP staff for nearly three months have affected the provision of services. With the physical accomplishment, there is 10.71% variance – minor deviation, reflects the impact of COVID-19 pandemic. With the community quarantine implementation on different parts of the Cordillera Administrative Region, access of walk-in clients to the office to avail of the programs and services of the RRPTP was limited; citizens are scared to get infected of the communicable virus and most do not want to undergo the RT-PCR test when travelling or have no means of transportation.

**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.

The outcome also covers the continuing efforts and initiatives of the Department in improving its ***disaster response operations*** to pro-actively adapt to the emerging issues and challenges relative to disaster risk reduction and management. Accomplishment for the first semester is presented in the succeeding tables.

***Table 7. Targets versus Accomplishments on Outcome Indicators under OO3***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Outcome Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| **Male** | **Female** | **Total** |
| **Disaster Response and Management Program** |
| * 1. Percentage of disaster-affected households assisted to early recovery stage
 |
| a. ESA | 100 % | - | - | 0% | -100% | -1% | Minor Deviation |
| b. CFW | 100 % | - | - | 100% | 0% | 0% | Full target achieved |
| c. CSAP | 100 % | - | - | 14.0% | -85.99% | 0.86% | Minor Deviation |
| d. FFW | ANA | - | - | 200% | 0% | 0% | Full target achieved |
| No. of Households in Early Recovery Stage   |
| a. ESA | 34,332 | - | - | 0 | -34,332 | -1 | Minor Deviation |
| b. CFW | 35,293 | - | - | 0 | -35,293 | -1 | Minor Deviation |
| c. CSAP | 535 | - | - | 75 | -460 | -0.86 | Minor Deviation |
| d. FFW | ANA | - | - | 2,052 | 0 | -0.16 | Full target achieved |
| Percentage of provided immediate relief for disaster/survivor victims | ANA | - | - | 100% | 0% | 0% | Full target achieved |
| CAR | ANA | - | - | 3,139,028 | 0 | 0 | Full target achieved |
| a. Fire | ANA | - | - | 43 | 0 | 0 | Full target achieved |
| b. Vehicular Accident  |  | - | - | 42 | 0 | 0 | Full target achieved |
| c.El Nino | ANA | - | - | 0 | 0 | 0 | Full target achieved |
| d.Human-induced hazard (Armed Conflict) | ANA | - | - | 0 | 0 | 0 | Full target achieved |
| e.Tornado | ANA | - | - | 0 | 0 | 0 | Full target achieved |
| f. Weather Disturbance (Tropical Cyclone, Southwest Monsoon) | ANA | - | - | 2,321,144 | 0 | 0 | Full target achieved |
| g.Pre-emptive evacuation due to possible land movement as advised by MGB | ANA | - | - | 0 | 0 | 0 | Full target achieved |
| h.Enhanced Community Quarantine due to Pandemic CoVID-19 | ANA | - | - | 817,797 | 0 | 0 | Full target achieved |
| i. Shooting incident  | ANA | - | - | 0 | 0 | 0 | Full target achieved |

***Table 8. Targets versus Accomplishments on Output Indicators under OO3***

| **Output Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| --- | --- | --- | --- | --- | --- |
|  |  | **Male** | **Female** | **Total** |  |  |  |
| **Disaster Response and Management Program** |
| 3.1 Number of DSWD QRTs trained for deployment on disaster response | 50 | - | - | 0 | -50 | -1 | Minor Deviation |
| 3.2 Number of LGUs with prepositioned relief goods  | 77 | - | - | 78 | 1 | 0.01 | Minor Deviation |
| 3.3 Climate Change Adaptation Management (CCAM) |  |
|  a. 2019 Target  | 19,876 | - | - | 19,708 | -168 | -0.01  | Minor Deviation |
|  b. 2020Target | 15,284 | - | - | 15,285 | 1 | 6.54 | Minor Deviation |
| 3.4 Number of LGUs provided with augmentation on disaster response service | ANA | - | - |  |  |  |  |
| 3.4.a. Number of augmentation provided to LGUs on disaster response service | ANA | - | - | 6,428 | 0 | 0 | Full target achieved |
| 3.5 Number of internally- displaced households provided with disaster response service | ANA | - | - | 837 | 0 | 0 | Full target achieved |
| 3.6 Number of households with damaged houses provided with early recovery services |
| Emergency Shelter Assistance |  |
| CAR (TY "Lawin") | 217 | - | - | 144 | -73 | -0.34 | Minor Deviation |
| CAR (TY "Ompong") | 34,332 | - | - | 0 | - 34,332 | -1 | Minor Deviation |
| Cash for Work (TY "Ompong") | 35,293 | - | - | 0 | -35,293 | -1 | Minor Deviation |
| Core Shelter Assistance Program (CSAP) | 535 | - | - | 75 | -460 | 0.86 | Minor Deviation |
| Food For Work (FFW) | ANA | - | - | 2,052 | 0 | 0 | Full target achieved |
| **Warehouse Indicators** |
| Percentage of augmentation request provided | 100 % | - | - | 100 % | 0 | 0% | Full target achieved |
| Percentage of RIS served within required time | 100 % | - | - | 100 % | 0 | 0% | Full target achieved |
| Percentage of spoilage managed within the acceptable rate (input vs. output) | 100 % | - | - | 100 % | 0 | 0% | Full target achieved |
| No. (1 or zero) incident of falling below 75% of mandated stockpile level by end of month | ANA | - | - | 1 | 0 | 0% | Full target achieved |

***Table 9. Financial Performance under OO3***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Program/Activity****/Project** | **Allocated Budget** | **Obligations****(As of 31 December 2020)** | **Disbursement****(As of 31 December 2020)** | **Utilization Rate (%)** |
| *Obligations* | *Disbursement* |
| Disaster Response and Rehabilitation Program (DRRP & DRRP-CCAM) | Php71,710,187.64 | Php60,834,544.74 | Php54,423,622.21 | 84.83% | 89.46% |
| Quick Response Fund | Php77,777,850.95 | Php76,045,024.29 | Php68,544,589.98 | 97.77% | 90.14%  |
| National Resource Operation | - | - | - | - | - |
| Grand total  | Php149,488,038.59 | Php136,879,569.03 | Php122,968,212.19 | 91.57% | 89.84% |

 The DSWD as the vice-chairperson for response particularly on the Food and Non-Food Items (FNFI), prepositioning of relief goods has been done in strategic areas in order to provide immediate relief to the disaster-affected families and as augmentation to the LGUs as well. Likewise, programs pertaining to Climate Change Adaptation and Mitigation (CCAM) and Disaster Vulnerability Assessment and Profiling Program (DVAPP) are being implemented. The Disaster Response Management Division’s (DRMD), of the DSWD, core function is to provide immediate relief and early recovery of disaster victims/survivors ensured. This covers the assistance given to the disaster-affected household to early recovery stage such as the Emergency Shelter Assistance (ESA) and Cash-For-Work (CFW). For the year, the some of the targets on the percentage of disaster affected households assisted to early recovery stage and number of households provided with early recovery services have no movements considering that there are nod funds downloaded from the Central Office and these includes the Emergency Shelter Assistance, Cash For Work. Nevertheless, program’s accomplishments relative to disastefr preparedness for reponse, include the provision of strategic satellite warehouses with ready stockpile to be distributed to the 6 provinces and 77 municipalities/cities. There are 11, 676 produced cards of the 10, 572 target under the Disaster Vulnerability and Adaptability Profiling Program (DVAPP). The program was able to meet the 100% target on the provision of Food For Work to 2, 052 individuals, provision of immediate relief for disaster/survivor of victims of fire, accidents and other similar disasters, provision of augmentation based on received requests, RIS served within the required time, spoilage managed within acceptable rate.

 On the other hand, no trainings/seminars were conducted for the year due to the strict implementation of health protocols enforced for the prevention of CoVID-19 pandemic. Nevertheless, the following activities were conducted via Video Teleconference (VTC) to provide continuous learning for the QRT members who will be readily deployed during disaster response. As to financial accomplishment, the program was able to disburse 91.57% of their total obligated budget which is Php136,879,569.03.

**ORGANIZATIONAL OUTCOME 4: CONTINUING COMPLIANCE OF SOCIAL WELFARE AND DEVELOPMENT AGENCIES TO STANDARDS IN THE DELIVERY OF SOCIAL WELFARE SERVICES ENSURED**

This organizational outcome highlights the Department’s mandate as “steerer or enabler” of SWD programs by setting standards and assessing the quality of SWD programs and services of Social Welfare and Development Agencies (SWDAs). Through ***registration, licensing and accreditation***, the DSWD ensures that SWDAs are providing efficient and effective programs and services to the poor and vulnerable sectors.

***Table 10. Targets versus Accomplishments on Outcome Indicators under OO4***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Outcome Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| **Social Welfare and Development Agencies Regulatory Program** |
| Percentage of SWAs, SWDAs and service providers with sustained compliance to social welfare and development standards |
| Total No. of SWDAS with sustained compliance to SWD standards | 20 (100%) | 20 (100%) | 0  | 0 | Full target achieved |

***Table 11. Targets versus Accomplishments on Output Indicators under OO4***

| **Output Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| --- | --- | --- | --- | --- | --- |
| **Social Welfare and Development Agencies Regulatory Program** |
| 4.1 Number of SWAs and SWDAs registered, licensed and accredited |
| a. Registered and Licensed SWAs | 2 | 2 | 0 | 0 | Full Target Achieved |
| b. Registered Auxiliary SWDAs | 4 | 4 | 0 | 0 | Full Target Achieved |
| c. Accredited SWAs (pre-assessment) | 100% | 0 | -100% | -1% | Minor Deviation |
| c.1 Level 1 Accreditation   |
| 1.1 DSWD-Operated Residential Facilities | 0 | 2 | 2 | 0 | Full Target Achieved |
| 1.2 LGU-Managed Facilities | 0 | 1 | 1 | 0 | Full Target Achieved |
| 1.3 Private SWAs | Not applicable. \*Accreditation of SWDAs are SB level. Endorsement: \*No received applications for applications for endorsement |  |
| c.2 Level 2 Accreditation (Pre-assessment) |  |
| 2.1 DSWD-Operated Residential Facilities  |  |
| 2.2 LGU-Managed Facilities  |  |
| 2.3 Private SWAs |  |
| c.3 Level 3 Accreditation (Pre-assessment) |  |
| 3.1 DSWD-Operated Residential Facilities  |  |
| 3.2 LGU-Managed Facilities  |  |
| 3.3 Private SWAs |  |
| 4.2 Number of CSOs accredited |  |  |  |  |  |
| a.   Implementing Partner CSOs (validated) | ANA | 0 (No applications received) | 0 | 0 | Full Target Achieved |
| -b. Beneficiary Partner CSOs accredited | ANA | 27 | 0 | 0 | Full Target Achieved |
| 4.3 Number of service providers accredited |
| a.     SWMCC | 5 | 5 | 0 | 0 | Full Target Achieved |
| b.     PMCs | 15 | 62 | 47 | 3.13 | Minor Deviation |
| c. DCWs/ECCD Workers | 368 | 300 | -68 | -0.18 | Minor Deviation |
| 4.4 Percentage of SWDAs with RLA certificates issued within 30 working days upon receipt of compliant application | 100% | 100% | 0 | 0% | Full Target Achieved |
| Total no. of compliant application received | ANA | 6 | 0 | 0 | Full Target Achieved |
| No. of SWDAs with RLA certificates issued within 30 working days upon receipt of compliant application | ANA | 6 | 0 | 0 | Full Target Achieved |
| 4.5 Percentage of detected violations/complaints acted upon within 7 working days | 100% | No complaints received | 0 | 0% | Full Target Achieved |
| Total no. of violations/complaints detected | ANA | No complaints received | 0 | 0 | Full Target Achieved |
| No. of detected violations/complaints acted upon within 7 working days | ANA | 0 | 0 | Full Target Achieved |

***Table 12. Financial Performance under OO4***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Program/Activity/Project** | **Allocated Budget** | **Obligations****(As of 31 December 2020)** | **Disbursement****(As of 31 December 2020)** | **Utilization Rate (%)** |
| *Obligations* | *Disbursement* |
| Standards-setting, Licensing, Accreditation and Monitoring Services | Php757,361.12 | Php635,541.42 | Php492,372.19 | 83.92 % | 77.47% |

Under the **Organizational Outcome 4**, the Standards Section (SS) is mandated to register and license Social Welfare and Development Agencies (SWDAs), issue solicitation permit, and accredit Marriage Counsellors and ECCD Workers and Centers, pursuant to RA 4373 of 1965 as amended by RA 5175-Regulating the practice of Social Work in the Philippines, RA 10847 of 2016 “ An Act Lowering the Age Requirement for Applicants taking the Board Examination for Social Workers, providing continuing Social Work Education, and Upgrading the Sundry Provisions relative to the practice of Social Work”. This is in relative to its mandate as the regulatory and quality assurance arm of the Department of Social Welfare and Development (DSWD) in Field Office-Cordillera Administrative Region (FO-CAR). Besides, the Section, needs to monitor compliance to set standards and enforces the guidelines/policies on the regulation of organizations whose programs and services are in the purview of social work and service providers (Marriage Counsellors, ECCD Workers and Social Workers managing court related cases) to ensure delivery of quality services to their respective beneficiaries. The aforesaid tasks of the section need to be continuously implemented but with the strike of COVID -19 Pandemic cases and with the implementation of Social Amelioration Program (SAP) which needs staffs, it was not prioritized. The observance and implementation of the Inter-agency Tasks Force (IATF), DOH Health Advisories/Guidelines and LGUs guidelines to prevent transmission of COVID-19 also affected the delivery of regulatory functions of the section. Despite the circumstances, the Field Office was able to flly achieved its target of 20 SWAs, SWDAs and service providers with sustained compliance to social welfare and development standards. This was made possible through the synergies of the standards and SWAD Offices and cooperation of the SWDAs. Of the 20 SWDAs monitored, four are residential care facilities catering to children and 16 are community based catering to children, youth, women, family and community. Of the five indicators under this organization outcome, four are fully met using different platforms. The DCWs/ECCD accreditation landed with minor variance of 68 since there is no available VTC equipment, intermittent signal, travel restrictions, and very strict health protocols.

On the financial status of the program, only 83.92% was obligated and 77.47% was utlized considering that all planned meetings, capability buildings and other activities of ABSNET were cancelled due to restrictions brought about by the pandemic. Nevertheless, the ABSNET had their own activities

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**ORGANIZATIONAL OUTCOME 5: DELIVERY OF SOCIAL WELFARE AND DEVELOPMENT PROGRAMS BY LOCAL GOVERNMENT UNITS THROUGH LOCAL SOCIAL WELFARE AND DEVELOPMENT OFFICES IMPROVED**

The fifth organizational outcome focuses on the Department’s mandate relative to the improvement of the delivery of SWD programs and services by the LGUs. This can be done through provision of ***technical assistance and resource augmentation (TARA)*** to our local government partners, particularly the Local Social Welfare and Development Offices (LSWDOs).

The Department envisages that majority of the LSWDOs in the country are fully-functioning as frontline service providers of social welfare and development programs and services. The functionality of the LSWDOs is measured through a tool developed by the Department and will be the basis for the provision of necessary TARA program.

***Table 13. Targets versus Accomplishments on Outcome Indicators under OO5***

| **Output Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| --- | --- | --- | --- | --- | --- |
| **Social Welfare and Development Technical Assistance and Resource Augmentation Program** |
| Number of learning development interventions provided to LGUs (through LSWDOs) | 2 | 0 | -2 | -1  | Minor Deviation |
| Number of knowledge sharing sessions conducted | 6 | 2 | -4 | -0.67 | Minor Deviation |
| 6.1 Number of learning and development interventions provided to LGUs (through LSWDOs) | 2 | 0 | -2 | -1 | Minor Deviation |
| 6.2 Percentage of LGUs provided with technical assistance | 100% (83 LGUs) | 100%(83/83 LGUs) | 0% | 0% | Full target achieved |
| 6.3 Percentage of LGUs provided with resource augmentation | ANA | 100 %(77/77 LGUs) | 0 | 0% | Full target achieved |
| 6.4 Percentage of LGUs that rated TA provided as satisfactory or better | 100% (83 LGUs) | 100%(83/83 LGUs) | 0% | 0% | Full target achieved |
| 6.5 Percentage of LGUs that rated RA provided as satisfactory or better | ANA | 100%(83/83 LGUs) | 0% | 0% | Full target achieved |

***Table 14. Financial Performance under OO5***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Program/Activity/****Project** | **Allocated Budget** | **Obligations****(As of 31 December 2020)** | **Disbursement****(As of 31 December 2020)** | **Utilization Rate (%)** |
| *Obligations* | *Disbursement* |
| Social Welfare and Development Technical Assistance and Resource Augmentation Program | Php51,721,919.25 | Php51,722,380.43 | Php46,332,730.00 | 100% | 89.58% |

Along **Organizational Outcome 5**, is the Technical Assistance and Resource Augmentation, which is geared towards improving the delivery of Social Welfare and Development Offices.Under this, the number, forms and costs of technical assistance provided to LGUs is consolidated and analyzed. Further, while there was a directive that there shall be no downloading of funds to LGUs, the unit shall also consolidates the number of LGUs provided with resource augmentation for disaster-related needs. The Field Office through the Disaster Response and Management Division respond to the requests of Local Government Units for resource augmentation by directly providing the requested supply and materials directly to the beneficiaries. More so, the unit also measure the intermediaries’ level of satisfaction in the department’s fulfilment of its inherent function as the provider of technical assistance and resource augmentation.

For this year, all Local Government Units were provided with technical assistance and resource augmentation. Technical assistance were provided through technical sessions, dialogues, coaching and mentoring through the SWAD offices and Filed Office staff who travelled to the municipalities following protocols relative to the existence of the COVID-19. These assistance provided focused more on the response and or actions to address the effect of COVID 19 pandemic to communities. Resource Augmentation was also provided through the SAP and food and non-food items that were distributed to the municipalities during this pandemic and during the onslaught of typhoons that hit the region. Still, SWAD and municipal staff are mobilized during the implementation of SAP and in the delivery and distribution of relief good to affected families. A total of Php 86,475,569.28 was used in the resource augmentation to LGUs this 2020 by DReMD.

On the other hand, Capability Building Section conducted series of SWD talks with partner stakeholders including LGUs through VTC which include the following:

1. Disaster Response Reporting Protocol
2. Bouncing Back; Building Resilience in the New Normal
3. Managing Personal Brand and Image Building in this Digital Age
4. Crisis to Courage: Harnessing Mental Strength during the uncertain times
5. Quantum Geographic Information System
6. Indigenous Peoples Month Celebration
7. Orientation on Republic Act 11222

Other technical assistance provided to MSWDOs include the processes and requirements under RA 11222, CDCLAA, and cancellation of simulated birth, and this was addressed by SWAD Team Leaders in the provinces and ARRS staff. Morverover, regular provision of updates are conducted on the programs, projects, and activities of DSWD, provided technical assistance on case management, ESP under Bayanihan 2/ granular lockdown, beneficiaries of LAG, and provided guidance on the integration of sensitive approaches in terms of planning activities to SK officers. Other assistance include technical assistance on Management and utilization of the Cost of Care counterpart of referring parties to Bahay Pagasa (BP), Accreditation of Social Workers Handling Court-Related Cases, and Independently placed child without foster care license were also provided by SWAD Team Leaders of Abra to LGUs.

In collaboration with RJJWC, an orientation on the development of Comprehensive Local Juvenile Intervention Program, Salient Features of RA 9344 as amended, and Enhanced Process Flowchart in Handling CAR and CICL was conducted. Also,.RRJJWC provided hygiene kits for the residents of Bahay Pag-asa centers and office supplies, and IEC materials were distributed to LGUs and duty bearers (BCPCs, Police, LSWDOs, BPAs, SK Officers, Other LCPC Members by RJJWC.

For the Financial Accomplishment, allotted budget is 100% obligated and 89.58% of it was disbursed.

**SUPPORT TO OPERATIONS:**

***Table 15. Targets versus Accomplishments under Support to Operations***

| **Outcome Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| --- | --- | --- | --- | --- | --- |
| **Policy and Plan Development** |
| 6.1 Number of SWD legislative or executive issuances prepared for executive/legislative approval | ANA | 121 | 0 | 0 | Full target achieved |
| 6.2 Number of agency policies approved and disseminated | ANA | 44 | 0 | 0 | Full target achieved |
| 6.3 Number of agency plans formulated and disseminated |
| a. Medium-term Plans | ANA | 1 | 0 | 0 | Full target achieved |
| b. Annual Plans | ANA | 11 | 0 | 0 | Full target achieved |
| 6.4 Number of researches completed | ANA | 2 | 0 | 0 | Full target achieved |
| 6.5 Number of position papers prepared | ANA | 0 | 0 | 0 | Full target achieved |
| **Social Technology Development** |
| 6.6 Percentage of intermediaries adopting completed social technologies | ANA | 0 | 0 | 0 | Full target achieved |
| 6.7 Number of intermediaries replicating completed social technologies | 4 | 3 | -1 | -.025 | Minor Deviation |
| 6.8 Number of social technologies formulated | ANA | - | - | - | - |
| 6.9 Number of SWD programs and services enhance | ANA | - | - | - | - |
| 6.10 Percentage of LGUs reached through social marketing activities | 45 | 45 | 0 | 0 | Full target achieved |
| **National Household Targeting System for Poverty Reduction** |
| 6.11 Percentage of intermediaries utilizing Listahanan results for social welfare and development initiatives | ANA | 0 | 0 | 0 | - |
| 6.12 No. of requests for statistical data granted | 100% or all data requests | 6 | 0 | 0 | Full target achieved |
| 6.13 No. of name-matching requests granted | 100% or all data requests | 1 | 0 | 0 | Full target achieved |
| 6.14 No. of requests for List of Poor Households generated | 100% or all data requests | no request received | - | - | - |
| 6.13 Number of households assessed to determine poverty status | 272,625 | 250,311 | -22,314 | -0.08 | Minor Deviation |
| 6.15 Number of households assessed to determine poverty status | 272,625 | 249,197 | -23,428 | -0.09 | Minor Deviation |
| 6.16 Number of accomplished HAFs properly encoded | 100% accomplished HAFs properly encoded | 100% (248,890/248,890) | 0 | 0% | Full target achieved |
| 6.17 Number of households encoded HAFs passed verification | 100% encoded HAFs passed verification | 100% (248,707) | 0 | 0% | Full target achieved |
| 6.18 Number of barangays with functional Barangay Verification Team | 100% or 1,175 functional BVTs | 100% or 1,175 functional BVTs | 0 | 0% | Full target achieved |
| 6.19 Number of cities/municipalities with functional Local Verification Committee | 100% or 77 functional LVCs | 100% or 77 functional LVCs | 0 | 0% | Full target achieved |
| 6.20 % of grievances received during the Validation Phase resolved | 100% of grievances resolved | No grievances recieved | - | - | Full target achieved |
| **Information and Communications Technology Management** |
| Number of computer networks maintained | 13 | 13 | 0 | 0% | Full target achieved |
| Percentage of users trained on ICT applications, tools and products | 100% | 100% | 0 | 0% | Full target achieved |
| No. of Information Systems Deployed and Maintained | 8 | 9 | 1 | 0.13 | Minor Deviation |
| 6.19 Percentage of users trained on ICT applications, tools and products | 100% | 100% | 0 | 0% | Full target achieved |
| No. of Users Trained | 240 | 240 | 0 | 0% | Full target achieved |
| 6.20 Percentage of service support and technical assistance requests acted upon | 95% | 100% | 5% | 0.05% | Minor Deviation |
| No.of TA and Support Service Requests Acted Upon | 180 | 193 | 13 | 0.07 | Minor Deviation |
| 6.21 Number of databases maintained | 9 | 9 | 0 | 0 | Full target achieved |
| 6.22 Number of functional websites developed and maintained | 1 | 1 | 0 | 0 | Full target achieved |
| **Internal Audit** |
| 6.23 Percentage of Compliance with Audit Recommendations | 100% | 100% | 0% | 0% | Full target achieved |
| No. of Audit Recommendations  | 2 | 2 | 0 | 0 | Full target achieved |
| Total No. of Audit Recommendations Complied | 2 | 2 | 0 | 0 | Full target achieved |
| 6.24 Percentage of integrity management measures implemented | 100% | 175% | 75% | 0.75% | Minor Deviation |
| Total No. of Integrity Measures Identified | 16 | 16 | 0 | 0  | Full target achieved |
| Total No. of Integrity Measures Implemented | 16 | 28 | 12 | 0.75 | Minor Deviation |
| **Social Marketing** |
| 6.25 Percentage of stakeholders informed on DSWD programs and services | 95 % | 100% | 5% | 0.05% | Minor Deviation |
| 6.26 Number of social marketing activities conducted: | 29 | 68 | 39 | 1.34 | Minor Deviation |
| a. Information caravans (on Air) | 2 | 10 | 8 | 4 | Minor Deviation |
| b. Issuance of press releases | 24 | 38 | 14 | 0.58 | Minor Deviation |
| c. Communication campaigns | 3 | 20 | 17 | 5.67 | Minor Deviation |
| * 1. KAP Survey / Fb Analytics
 | 12 | 12 | 0 | 0 | Full target achieved |
| 6.27 Number of IEC materials developed | 16 | 190 | 174 | 10.88 | Minor Deviation |
| **Knowledge Management** |
| 6.28 Number of knowledge products on social welfare and development services developed | 2 | 5 | 3 | 1.5 | Minor Deviation |
| 6.29 Number of knowledge sharing sessions conducted | 6 | 11 | 5 | 0.83 | Minor Deviation |
| 6.30 Number of E-course developed and pilot tested with internal staff by December 2020 | 2 | 2 | 0 | 0 | Full target achieved |

***Table 16. Financial Performance of Office/Program***

| **Program/Activity/Project** | **Allocated Budget** | **Obligations****(As of 31 December 2020)** | **Disbursement****(As of 31 December 2020)** | **Utilization Rate (%)** | **REMARKS** |
| --- | --- | --- | --- | --- | --- |
| *Obligations* | *Disbursement* |
| Policy and Plan Development | Php25,750.00 | Php17,445.00 | Php17,445.00 | 67.77% | 1000% |  |
| Social Technology Development | Php1,444,206.00 | Php708,033.20 | Php350,666.20 | 49.03% | 49.53% |  |
| National Household Targeting System for Poverty (NHTS) | Php28,136,441.63 | Php26,105,069.94 | Php14,539,006.69 | 92.78% | 55.69% |  |
| Information and Communications Technology | Php15,849,690.15 | Php15,278,897.10 | Php12,033,458.04 | 96.40% | 78.76% |  |
| Capacity Building Section | Php112,000.00 | Php112,000.00 | Php89,325.00 | 100% | 79.75% |  |

In support to the achievement of the five organization outcomes, *as shown in Table 15 and 16*, majority of the offices under support to operations met and even exceeded the target. Under **Policy and Plans Development**, the Field Office was able to provide 44 policies approved and disseminated 1 medium term plan, 11 annual plans and has 2 completed researches The accomplishment was made possible through the cooperation and timely submission of ODSUs to Policy Development and Planning Section on the reportorial requirements. Under **Social Technology Development**, the FO recorded only three (3) out of four intermediaries replicating completed social technologies. On the other hand, the targeted 45 LGUs reached through social marketing activities are fully met. Meanwhile, the **National Household Targeting System for Poverty Reduction** has minor deviation on the accomplishments along the target number of households assessed to determine poverty status. Nonetheless, most of the performance indicators are fully met. There were 6 requests for statistical data and 1 request for name-matching that were granted. Moreover, accomplished HAFs are 100% properly encoded and all households encoded HAFs passed verification. Most importantly that there is no single grievance that was received.

Along Information and Communications Technology Management, the Information and Communications Technology Management Section was able to maintain 13 computer networks, making the target fully achieved, the same is through with the percentage of users trained on ICT applications, tools and products. More than that, the office was able to meet the targets along provision of service support and technical assistance, databases maintained and developed and maintained functional websites. Significantly, Internal Audit fully met all its targets on the compliance with Audit Recommendations and exceeded its target on the percentage of integrity management measures implemented. On the other hand, the office’s target on knowledge products was overshoot as evidenced by the five (5) KPs submitted to the Central Office (Social Welfare Institutional Development Bureau). This means that the Field Office has a proactive stance on Knowledge Management. Moreover, the positive response in the submission of knowledge products from the different ODSUs is a result of institutionalizing knowledge management as one of the common key results areas in the OPC/IPC of the different ODSUs. For the knowledge sharing (KSS) session, one KSS was not implemented due to the COVID-19 pandemic. However, the transition to online learning and the conduct of monthly SWD Talks (instead of quarterly) will aid the achievement of targets as early as October 2020. Meanwhile, most of the targets on social marketing, advocacy and communication have been overshoot. However, COVID-19 pandemic greatly influenced the activities conducted. Collaboration and assistance among the Information Officers remained vital to deliver social marketing and communication efforts.

**GENERAL ADMINISTRATION AND SUPPORT SERVICES**

***Table 17. Targets versus Accomplishments under Support to Operations***

| **Outcome Indicators** | **Targets** | **Accomplishments** | **Variance** | **Deviation** | **Assessment** |
| --- | --- | --- | --- | --- | --- |
| **Human Resource and Development** |
| 7.1 Percentage of positions filled-up within timeline | 100% | 98.53% | -1.47% | -0.01% | Minor Deviation |
| 7.2 Percentage of regular staff provided with at least 1 learning and development intervention | 70% | 90.82% | 20.82% | 0.30% | Minor Deviation |
| No. of Staff Provided with Learning and Development Interventions | 70 out of 98 | 89(M-23, F-66) | 19 | 0.27 | Minor Deviation |
| Total No. of Regular Staff | 98(M-29, F-69) | 98(M-29, F-69) | 0 | 0% | Full target achieved |
| 7.3 Percentage of staff provided with compensation/benefits within timeline | 100% | 97.50%(M-23.69%, F-73.81%) | -2.50% | -0.03% | Minor Deviation |
| **Legal Services** |
| 7.4 Percentage of disciplinary cases resolved within timeline | 100 % | 100%(12) | 0 | 0% | Full target achieved |
| Number of disciplinary cases initiated | ANA | 1 | 0 | 0 | Full target achieved |
| Number of complaints resolved | ANA | 11 | 0 | 0 | Full target achieved |
| 7.5 Percentage of litigated cases resolved in favor of the Department or Department Personnel |  |  |  |  |  |
| Number of preliminary investigations and/or case conferences attended | ANA | 1 | 0 | 0 | Full target achieved |
| 7.6 Percentage of requests for legal assistance addressed | ANA | 100% | 0 | 0% | Full target achieved |
| No. of Legal Assistance Requests Addressed | ANA | 5 | 0 | 0 | Full target achieved |
| Total No.of Legal Assistance Requests | ANA | 6 | 0 | 0 | Full target achieved |
| 7.6.1 Number of written legal opinions provided | ANA | 1 | 0 | 0 | Full target achieved |
| 7.6.2 Number of TAs provided to clients | ANA | 1 | 0 | 0 | Full target achieved |
| **Administrative Services** |
|  7.7 Number of facilities repaired/renovated | 1 | 1 | 0 | 0 | Full target achieved |
|  7.8 Total No.of DSWD-owned Real Properties Titled | 1 | 1 | 0 | 0 | Full target achieved |
|  7.9 Number of vehicles maintained and managed | 16 | 16 | 0 | 0 | Full target achieved |
| 7.10 Percentage of records digitized | 100% | 100% | 0 | 0% | Full target achieved |
| Number of records digitized | ANA | 100% accomplished with total of 4,291 digitized documents | 0 | 0% | Full target achieved |
| a. 100% of valueless records are requested for disposal to the NAP in accordance with prescribed format and guidelines by EO of the year (Due November 10, 2020 per CO-RAMD memo dated June 2, 2020) | 1 report / 100% Accomplished | 1 report or 100% accomplished | 0 | 0 | Full target achieved |
| b. 100% of the office records holding inventoried on a regular basis and managed in accordance with existing guidelines of NAP and submitted to AS-RAMD with the prescribed timeline (Due November 10, 2020 per CO-RAMD memo dated June 2, 2020) | 100% Request for disposal | 100% Request for disposal | 0 | 0 | Full target achieved |
| **Financial Management** |
| 7.11 Percentage of budget utilized |
| a.     Actual Obligations Over Actual Allotment Incurred | 100 % | 92.56% | -7.44% | -0.07 | Minor Deviation |
| b. Actual Disbursements over Actual Obligations Incurred | 111 % | 96.22% | --14.78% | -0.13 | Minor Deviation |
| 7.12 Percentage of Cash advanced liquidated |  |  |  |  |  |
| 1. Advances to officers and employees
 | 100% | 0% | -100% | -1 | Major Deviation |
| 1. Advances to SDOs
 | 75% | 86.12% | 11.1% | 0.15% | Minor Deviation |
| **Procurement Services** |
| 7.15 Percentage of procurement projects completed in accordance with applicable rules and regulations | 100% | 91.21% | -8.79% | -0.09% | Minor Deviation |
| 7.16 Percentage compliance with reportorial requirements from oversight agencies | 100 % | 100.00% | 0.00% | 0% | Full target achieved |
| 7.17 Percentage of FO-OBSUs and other procurement partners satisfied with the services rendered | 100 % | 100.00% | 0.00% | 0% | Full target achieved |

***Table 18. Targets versus Accomplishments under Support to Operations***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Program/Activity/Project** | **Allocated Budget** | **Obligations****(As of 31 December 2020)** | **Disbursement****(As of 31 December 2020)** | **Utilization Rate (%)** |
| *Obligations* | *Disbursement* |
| General Administration and Support | Php13,645,485.06 | Php13,181,267.74 | Php8,944,356.36 | 96.60% | 67.86% |

Finally, the **General Administrative and Support Services**, *as shown in Table 17-18*, most of the indicators are fully met with few that has minor deviation. Along Human Resource and Development, 98.53% of the authorized positions are filled up that includes permanent, contractual, casual and contract of service positions. Most of the unfilled positions are those newly created and currently the hiring processes are ongoing. For the Learning and Development Indicators, the Learning and Development Section reports 90.82% accomplishment out of the target of 70% for the year on the indicator which is the no. of staff provided with Learning and Development Interventions. The means that section has surpassed its target for the year. On the other hand, per statistical data, 97.50% of employees and workers of DSWD-CAR were provided Compensation/benefits within reasonable timeline as of 31 December 2020. Generally and consistent with it Performance indicator and supported by other administrative function, the Section was able to disburse, implement and administer all compensations/benefits within CY 2020. However, the physical accomplishment was not met at 100% due to staffing and turn-around time for the Contracts and appointment documents. Though most of the compensation and benefits were administered, it may be an understatement, but some processes in the Section was drastically affected due to the COVID-19 pandemic. This includes but are not limited to:

* Inconsistencies in DTRs resulting to prolong administration of salaries and other compensation;
* Massive requests for Compensatory Time/Day Off
* Massive requests for Overtime pay
* Facilitating Work Arrangement Schedules
* Hazard Pay Requests

For the Legal Service, all indicators and targets are met wherein all received disciplinary were resolved within timeline; litigated cases were also resolved in favor of the Department or Department Personnel and requests for legal assistance were addressed. Indicators along procurement service were also achieved while the Administrative Services and financial management, most indicators have been achieved

1. **OVERALL ASSESSMENT/CONCLUSION**

Generally, the Field Office achieved most of its targets for the semester and even surpassed some, however; several lags are observed given the trend and the situation in the region causing some minor and major deviation. As implementer and ‘steerer’, the DSWD needs the continuous active participation, responsiveness and support of the partners, intermediaries and stakeholders especially the local government units.

It is notably that majority of the indicators under OO1 were either fully met or were surpassed due to consistent close coordination and rigid monitoring. Notwithstanding that the Kalahi-CIDSS NCDDP just commenced its implementation this year, the program attained its target considering that the rest of its indicators are to be evaluated after completion of the Community Empowerment Activity Cycle (CEAC). For the Pantawid Pamilyang Pilipino Program, there are certain indicators that were not yet achieved since there are recorded households who have transferred, inactive, duplicates or delisted. The SLP on the other hand has exceeded its target even though its scope is widened with the implementation of the EO70 and Livelihood Assistance Grant.

Obviously, under the 003 including indicators from the other organization outcomes, the accomplishments varies wherein most of the targets were partially met or unmet. For enlightenment, these variances is attributed to the current situation being experienced by the the country or the region wherein majority of the reasons for low accomplishment caused by the COVID-19 Pandemic. As the year 2020 started, all things has been set and all the necessary preparation or plans were prepared and done. Some programs even started their implementation, however, during the middle of the semester is the occurrence of the COVID-19 Pandemic that has greatly affected disrupted the momentum of the region. Due to the spread of the virus and life-threatening to the country even in the entire world brought by the pandemic, every single individuals are being advise to be responsible to stay safe. National and international laws and policies have been issued and disseminated to address or suppress the effects of the virus, however, that has affected the socio-economic and living of all the people in the world.

The Department of Social Welfare and Development (DSWD) as the executive department of the Philippine Government responsible for protecting the social welfare rights of Filipinos and promoting social development and responsible for policy-making and empowerment of the poor, vulnerable and disadvantaged sector and ensuring the provision of social welfare and development services through intermediaries such as local government units, non-government organizations and civil society, has to make ways in order to execute its mandate. Relative to this, the Department put focused on ensuring the provision of social welfare and development services in lined with the current situation. One of the government program is the Emergency Subsidy Program through the Social Amelioration Program wherein the DSWD is the lead agency to implement the said program.

With the implementation of the ESP-SAP, it diverted most of the focus of the entire department including its resources-funds and workforce. As a result, the following has contributed and affected also the performance of the region in terms of the delivery of expected outputs for the semester and may even affect also the succeeding period:

* Diversion of attention on the implementation of SAP instead of focusing on the main or regular programs of the agency;
* Realignment/adjustment on the allocated budgets thus, cancellation or limitation of programs, activities and proposals due to lack of funds from the national to aid the need of the of the country;
* Cancellation of Programs, Activities and Proposals since no more funds are available or reduced due to realignment, limited mobility of conduct activities due to quarantine protocols;
* Delayed delivery of services such as cash gift for centenarians and social pensioners due to restrictions and guidelines being implemented in the different areas in CAR in response to the existing pandemic.
* Low fund utilization due to cancellation or delays in the conduct of activities.
* Less number of clients availing some services in the department due to quarantine protocols such as MTA clearances, admission at the residential care facilities

Other than that, delayed approval of the National Recalibrated 2020 Work and Financial Plan resulted to the late hiring of both the RPMO and ACTs and the commencement of implementation of the Kalahi-CIDSS-NCDDP. The adjustment in the *no fund transfer policy* in the implementation of Supplementary Feeding Program and limited staff still affected and a challenge the implementation of the program to achieve its targets. Considering the terrain and distances of the municipalities in the Cordillera, there is a need additional staffs under SFP. For Pantawid, some registered households were inactive, delisted, and graduated from the program for this year. Some were delisted due to no qualified beneficiaries, waived, inedibility, duplicates of which some families are Pantawid RCCT beneficiaries, and transfer to other regions.

As regards human resource concern, there is difficulty in filing up positons caused by resignations and/or promotion of staff, which includes transfer of program to another. Some hired staffs were not immediately deployed due to the absence of public transportation since the start of current health crisis. There is also a delay in the processing of permanent positions due to the need to reconcile technical assistance provided by the Civil Service Commission and from the DSWD Central Office. It was also accounted that several hired/appointed staff tend to waive or withdraw their application due to personal reasons. However, the strong support of the Management and Human Resource Merit Promotion Selection Board/ Promotion Selection Committee and Staff Selection Committee to the Section had greatly contributed to the fast tracking of filling up of the vacancies. In addition, the Department’s policy on Recruitment, Screening, Selection and Placement process, which is the utilization of active pool of applicants, has contributed in the immediate filling up of contract of service and job order positions. Proper planning and monitoring and stricter implementation of guidelines and timelines will greatly help in achieving targeted indicators.

On financial management, the Department’s financial accomplishment is 96.22%. The Field Office was able to disburse the amount of Php3,123,788,701.85 out of the Php3, 246,622,642.04 obligated fund. This made possible by closely working with the program focals and continuous monitoring of their status report.

Finally, despite of the all the mentioned challenges, the DSWD CAR has proved that any circumstances or events may occur, still can deliver and performs its mandates as the department promoting the social welfare and development to the public. With the hardworking workforce together with its management the FO-CAR was able to surpass all adversities, achieving performance targets that benefitted the poor, marginalized, and disadvantaged sectors in this highland region. The DSWD Field Office made significant efforts to fulfil its goals. The unwavering commitment of the staff also contributed to the achievement of the Agency’s organizational outcomes. Further, this report was the result of the Department’s effort in working together. The achievement of targets were made possible because of the innovation, collective efforts, and commitment of staff. Through improved and advanced technologies, the department was able to conduct orientations or seminars and perform technical assistance provisions or meetings through social media.

1. **RECOMMENDATION**

Given the identified factors and gaps that hinder or delay the achievement of the objectives of the Field Office CAR, some recommendations presented here were lifted from the reports of various ODSUs of the Field Office.

**PROGRAM LEVEL:**

* Sustain and/or strengthening of partnership with other line agencies, NGOs, NGAs, among others;
* Constant monitoring of the Work and Financial Plan of the division/sections/units/programs to ensure timely fund utilization;
* To strategize implementation activities adhering to the health protocols due to the pandemic and continuously monitor progress of implementations and activities.
* Maintain convergence with other sections/units/programs in the Department in the conduct of activities relevant to promoting the rights and welfare; and
* Conduct capability-building activities and learning and development and institutional activities as planned for 2020 strictly following physical distancing protocols and other guidelines set by the Field Office
* Ensure smooth and proper turn-over of program documents of outgoing staff to their respective offices
* Ensure grievance handling and resolution activities based on program standards and timeline and guarantee documentation and availability of means of verifications
* For the Sustainable Livelihood Program to follow up additional implementation guidelines for LAG and for NPMO to issue final guidelines on the CSO Accreditation policies to be followed.
* Submission of requirements and photo documentation in digitized/scanned copies through electronic mails as bases for initial assessment of staff.
* For the Central Office to review the impact of the 9th Cycle using the Field Offices evaluation reports and recommend to the president the exemption of the program on the No Fund Transfer Scheme but rather opt for Selective Fund Transfer. Considering that the implementation of feeding for school year 2019-2020 is a pilot implementation of the MC. 03, series of 2019 on the Regional Procurement scheme since it is only the option possible for implementation. The 9th cycle implementation is the learning venue for the staff for the succeeding implementation. Activities conducted with gaps served as mechanism to improve such activities for the 10th cycle.
* Technical Assistance to be provided by the UCT NPMO to the UCT RPMOs considering the low accomplishment of the program target for 2020.
* Mastery of guidelines and policies for Pantawid Pamilyang Pilipino Program to include case management especially field staffs.
* Ensure that processes and services are ISO aligned.
* Prepare for the Level III accreditation for the PRIME-HRM.
* Creation of a Learning Management System that would help the LDS in managing the database of the Section and to comply with the requirements of PRIME HRM.
* Pursue with the purchase of service vehicle using the Child Care Funds.
* Guidelines for implementation should be concrete and to be used until the end of implementation, not open dated to avoid re-doing and starting over of documents that delays the implementation affecting financial accomplishments
* For the Central Office to review the impact of the 10th Cycle using the Field Offices evaluation reports and recommend to higher authorities the Selective Fund Transfer Scheme.
* Timely approval or Issuance of Authority to Hire for the staff under Kalahi-CIDSS-NCDDP for 2021 to be able to accomplish the deliverables for 2021.
* Facilitate, monitor, and provide TA in the completion of SPs (NCDDP-GOP-Funded, KSB, KKB, and PAMANA IP-CDD)
* Facilitate and ensure downloading of the final tranches of NCDDP-Funded GOP SPs (Asipulo, Ifugao and Buguias, Benguet)
* Provide TA to the MLGUs and BLGUs in the completion of closing activities in the 2020 continuing areas such as the submission of SPCRs, FAs, and liquidation documents/reports; closing of community accounts; booking of assets; conduct of municipal and barangay accountability reporting and review; and submission of program MOVs and reports

**FIELD OFFICE LEVEL:**

* In the light of the pandemic, , the following are recommended:
* Adaptation on the new normal brought by the COVID-19 pandemic
* Institutionalize health protocols in the admission, re-admission, of discharge residents during the occurrences of emerging infectious diseases to ensure the wellbeing of the residents and the staff;
* Information dissemination of the newly-adopted health protocols to all possible referring agencies to ensure that breaches are at the minimum;
* Revisit MOA/MOUs entered with other agencies (ex. BGHMC) providing services for the sectors concerned to ensure that these are apt to the challenges of the new normal; and
* To establish a referral system among service providers including various residential care facilities during the occurrence of emerging infectious diseases.
* To explore webinar set-up for the lined-up capacity building activities for the succeeding semesters and crafting of infographics as a learning material of the orientation of the guidelines. Use of other communication platforms is recommended such as video teleconferencing for the conduct of meetings, provision of technical assistance and monitoring group chat/private messages for raising and addressing issues/concerns
* There is a need for a more stringent monitoring when it comes to implementation and liquidation of cash advances and fund transfers. Special Disbursing Officers and Focal Persons of the programs would be aware of the status of implementation and be able to coordinate with Paymasters and/or LGUs on the required documents and needed assistance for the liquidation of the funds transferred/advanced;
* Ensure compliance to procurement processes
* Observation and compliance on the jury-duty role of committee members
* Implementation of 7S is highly encouraged to determine the strength and weaknesses of the section/program.
* Increase budget for administrative cost to support the implementation of the program. Targets is difficult to reach if with limited cost for movability, supplies etc.
* Increase per capita allocation, even before the pandemic the cost of goods is already expensive. With the situation today, all the more that cost of goods and services have escalated, thus the need for increase of budget.
* Guidelines for implementation should be concrete and to be used until the end of implementation, not open dated to avoid re-doing and starting over of documents that delays the implementation affecting financial accomplishments.
* The "New Normal" greatly influenced the operations as well as the communication strategy of the Department. With the very dynamic DSWD operations, it is recommended for the DSWD FO CAR to establish its local social marketing and communication team including program hired Information Officers, specifically the Information Officer under the Disaster Response and Management Division. It is during this time that the Field Office should maintain a cohesive and unified communication team given the challenge that the Social Marketing Service has been facing at the National Level. With lack of guidance and specific communication strategy from the Central Office, it is recommended that the Information Officers be formed into a team such that all their communication efforts will be directed to addressing the most pressing issues of the Department while continuously advocating and marketing the special programs.
* Creation and Approval of request for additional staff as well as contractualization of COS/JO positions.
* Central Office to provide funding/budget for the conduct of Learning and Development Interventions for permanent staff

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