

Department of Social Welfare and Development

OFFICE PERFORMANCE CONTRACT  
FY 2023

FIELD OFFICE CORDILLERA ADMINISTRATIVE REGION (FO-CAR)

KEY RESULTS AREA		FIRST SEMESTER		ALLOTTED BUDGET (in Php)	ACCOUNTABILITY CENTER (Divisions, Units, Individuals)
Objective, Program, Project, Strategic Priorities	Weight	PERFORMANCE INDICATORS (Quantity, Quality, Timeliness)			
Service Streamlining	30%	1	<p><b>Number of services/processes streamlined, standardized or digitized</b></p> <p>Qn: 100% of commitment in the SSRDA Project Implementation Plan (duly approved by the CART) accomplished                      Ql: Streamlined, Reengineered, standardized, digitized and improved processes are compliant to RA 11032 and its IRR, and Quality Management System requirements                      T: 9 days before or earlier the set timeline</p>		Office of the Regional Director - Quality Management Team
Core Functions	50%				
Disaster Response, Recovery and Rehabilitation		20	<p><b>Number of LGUs/Field Offices with prepositioned goods</b></p> <p>Qn: 130% and above of the target LGUs are provided with prepositioned goods                      Ql: Not Applicable                      T: Assistance was provided 1 to 72 hours (3 days) upon issuance of the approved RIS/IF</p> <p>Remarks: Timeliness criterion is based on EODB prescribed timelines</p>	187,805,142.47 (whole funds of DRMD)	Disaster Response and Management (DRMD)
		21	<p><b>Number of disaster-affected families provided with disaster response services</b></p> <p>Qn: 100% of the target families provided with disaster response services                      Ql: Not Applicable                      T: Average of 0 -2 days per semester (Baseline is 5 days after receipt of request from LGU</p> <p>Remarks: For timeliness, the indicator is measured in terms of the average timeline of the response action, whether facilitation of request or response letter, after the receipt of the request from LGU and other triggers for augmentation approved by the Regional Director</p>		Disaster Response and Management (DRMD)
		22	<p><b>Number of disaster-affected families provided with early recovery services</b></p> <p>Target: 85% of target disaster affected families provided with early recovery services</p> <p>Qn: 100% of disaster-affected families provided with early recovery services                      Ql: Not Applicable                      T: 1 to 3 months after receipt of SAA and NCA</p>		Disaster Response and Management (DRMD)
Technical Assistance and Resource Augmentation TARA		25	<p><b>Number of LGUs with improved functionality</b></p> <p>Qn: 100% of targeted LGUs have increased Service Delivery Capacity (SDC) index score                      Ql: Average scores of targeted LGUs with added form the baseline index score of .60 or more + maintained level 3 scores                      T: Not Applicable</p>	5,774,770.00 (fund for TARA Unit and CBS)	Policy and Plans Division-Technical Assistance and Resource Augmentation Unit (PPD-TARAU)
		26	<p><b>Number of LGUs provided with TA within the planned period</b></p> <p>Qn: 100% of target LGUs were provided with at least 1 TA                      Ql: Average scores of targeted LGUs with added form the baseline index score of .60 or more + maintained level 3 scores                      T: TA implemented as planned within the planned period as reflected in the WFP</p>		Policy and Plans Division-Technical Assistance and Resource Augmentation Unit (PPD-TARAU)

		27	<p><b>Number of LGUs provided with RA</b></p> <p><b>Qn:</b> 100% and above of the targeted LGUs in accordance with the 3-year plan  <b>Ql:</b> Not Applicable  <b>T:</b> 9 days advance</p>		Policy and Plans Division-Technical Assistance and Resource Augmentation Unit (PPD-TARAU)
<b>Support Functions</b>	<b>20%</b>				
Planning, Monitoring and Evaluation		29.c	<p><b>Number of CY 2022 Sectoral Accomplishment Report</b></p> <p><b>Qn:</b> Complete submission of the five sectoral accomplishment reports, approved by the Regional Director or OIC and encoded in the developed Sectoral Planning Information System.  <b>Ql:</b> 1. Followed prescribed templates for the narrative and statistics  2. The plans must include Regional Situationer from the PSA, NEDA and other reliable sources;  3. Aligned with the priorities of the Department as indicated in the DSWD Recovery Plan, DSWD Sectoral Agenda and National Sectoral Plans;  4. The Narrative Report should contain the regional situationer using secondary data from other government agencies and Listahanan.  5. Has social protection components i.e. a) Social Insurance, b) social assistance, c) social safety nets, d) labor market interventions  <b>T:</b> Six (6) calendar days before 28 February 2023</p>	208,000.00 (whole funds of PDPS)	Protective Services Division- Sectors and Policy and Plans Division- Policy Development and Planning Section (PPD-PDPS)
		29.d	<p><b>Number of GAD Accomplishment Report</b></p> <p><b>Qn:</b> One (1) FY 2022 GAD Accomplishment Report submitted; HGDG Boxes 16 and 17 (with MOVs)  <b>Ql:</b> No revisions required; followed PCW prescribed template for GMMS V3; HGDG Boxes 16 and 17 complete with MOVs (including google link)  <b>T:</b> Six (6) days before 20 January 2023</p>		Policy and Plans Division- Policy Development and Planning Section (PPD-PDPS)
HPMES Reportorial Requirements		30.a	<p><b>Number of HPMS (Quarterly) Accomplishment Report submitted every 20th day of the month after the reference quarter</b></p> <p><b>Qn:</b> Two (2) quarterly accomplishment reports submitted per semester  <b>Ql:</b> Document submitted with transmittal memorandum addressed to PDPB; approved and signed by the Head of Office; no revisions required  <b>T:</b> Three (3) days before 20th day of the month after the reference quarter; If the deadline falls on a weekend or non-working holiday, the date thereof will be the succeeding working day.</p>		Policy and Plans Division- Policy Development and Planning Section (PPD-PDPS)
		30.b	<p><b>Semestral Assessment Report submitted</b></p> <p><b>Qn:</b> One (1) semester report submitted  <b>Ql:</b> Document/s submitted with endorsement memorandum addressed to PDPB; signed and approved by the Head of Office; no revisions required.  <b>T:</b> Three (3) days before the deadline; If the deadline falls on a weekend or non-working holiday, the date thereof will be the succeeding working day.</p>		Policy and Plans Division- Policy Development and Planning Section (PPD-PDPS)
Freedom of Information (FOI)		31.a	<p><b>Percentage of FOI requests responded to:</b></p> <p><b>A. FOI Requests</b></p> <p><b>Qn:</b> 100% of FOI requests responded to  <b>Ql:</b> accurate and approved, in accordance with existing issuances/guidelines  <b>T:</b> (FOI request received from CO) responded within three (3) working days before the deadline or earlier  (FOI Request Processed within FO) responded within five (5) working days before the deadline or earlier</p>		Administration Division- RAMS
		31.b	<p><b>B. Registry and Summary Report on FOI requests prepared and submitted to AS</b></p> <p><b>Qn:</b> 100% of external reportorial requirement submitted  <b>Ql:</b> accurate and approved, in accordance with existing issuances/guidelines  <b>T:</b> Three (3) working days before the 7th working day after each quarter</p>		

Human Resource Management		34	<p><b>Percentage of vacant positions as of 31 December 2022 charged against PS Funds are filled up within the 1st Semester of CY 2023</b></p> <p><b>Qn:</b> 100% of vacant positions as of Dec. 31, 2022 are filled up  <b>Ql:</b> No errors on appointment issued  <b>T:</b> Vacancies are filled up 30 working days before the target timeline</p>	59,271,166.00 (whole funds of the Human Resource Management and Development Division)	Human Resource Management and Development Division-Human Resource Planning and Performance Management Section (HRPPMS)
Promote Good Governance		39	<p><b>Satisfaction rating of services/ processes on the Client Satisfaction Measurement Survey</b></p> <p><b>Qn:</b> 100% of external and internal Services with submitted CSMR  <b>Ql:</b> 4.50-5.0 average rating or "Very Satisfactory"  <b>T:</b> Reports submitted on or before the deadline</p> <p><i>Deadline of submission:</i>  <b>Monthly:</b> Every 10th of the succeeding month (December of Previous year, January to December)  <b>Quarterly:</b> Every 15th of the succeeding month of the quarter (4th Quarter of previous year and 1st-3rd Quarter)  <b>Semestral:</b> Every 15th of the succeeding month of the semester (2nd semester of previous year and 1st semester)  <b>Annual:</b> Every January 10 of the succeeding year (1 CSMR) 6 monthly reports (December of previous year, January to May)</p>		Administration Division- RAMS
	100%				
<b>SECOND SEMESTER</b>					
<b>KEY RESULTS AREA</b>		<b>PERFORMANCE INDICATORS</b>		<b>ALLOTTED BUDGET</b>	<b>ACCOUNTABILITY CENTER</b>
<b>Objective, Program, Project, Strategic Priorities</b>		<b>(Quantity, Quality, Timeliness)</b>		<b>(in Php)</b>	<b>(Divisions, Units, Individuals)</b>
	30%				
Service Streamlining		1	<p><b>Number of services/processes streamlined, standardized or digitized</b></p> <p><b>Qn:</b> 100% of commitment in the SSRDA Project Implementation Plan (duly approved by the CART) accomplished  <b>Ql:</b> Streamlined, Reengineered, standardized, digitized and improved processes are compliant to RA 11032 and its IRR, and Quality Management System requirements  <b>T:</b> 9 days before or earlier December 4, 2023 (Modified Form A, Annex 2 and Digitalization Initiative)</p>		Office of the Regional Director - Quality Management Team
Program to Institutionalize Meritocracy and Excellence in Human Resource Management PRIME-HRM)		2	<p><b>Percentage of Evidence requirements under PRIME-HRM Level III indicators are accomplished within 2023 (covering only indicators that the HRMDD is directly in control)</b></p> <p><b>Qn:</b> 100% of target (50%) PRIME-HRM evidence requirements are compliant  <b>Ql:</b> Not Applicable  <b>T:</b> Self-Assessment are submitted 3 days before the deadline or earlier</p>		Human Resource Management and Development Division (HRMDD)
<b>Core Functions</b>	50%				
		3	<p><b>Percentage of Pantawid Households (HHs) with improved well-being</b></p> <p><b>a. Self-sufficiency level</b></p> <p><b>Qn:</b> 30% and above of the target accomplished  <b>Ql:</b> Not Applicable  <b>T:</b> Not Applicable</p> <p><b>b. Survival level</b></p> <p><b>Qn:</b> 1.80% and below of the target accomplished  <b>Ql:</b> Not Applicable  <b>T:</b> Not Applicable</p>	1,572,595,495 (whole funds of the Pantawid Pamilyang Pilipino Program)	Pantawid Pamilyang Pilipino Program (4Ps)
		4	<p><b>Number of Pantawid Households (HHs) provided with conditional cash grant</b></p> <p><b>Qn:</b> 100% of the target HHs were provided with conditional cash grants  <b>Ql:</b> Not Applicable  <b>T:</b> Not Applicable</p>		Pantawid Pamilyang Pilipino Program (4Ps)

5	<p><b>Percentage of CY 2023 SLP target households (HHs) assisted by Sustainable Livelihood Program</b></p> <p><b>Qn:</b> 100% SLP target HHs are assisted  <b>Ql:</b> 100% of target HHs are provided with SLP Modalities, as reflected in the SLP Information Systems, and approved by the Regional Director  <b>T:</b> Submitted reports three (3) days before the deadline or earlier</p>	137,919,796.00 (whole funds of the Sustainable Livelihood Program)	Promotive Services Division-Sustainable Livelihood Program (PromSD-SLP)
6	<p><b>Number of Households that benefited from completed KALAH-CIDSS sub-projects</b></p> <p><b>Qn:</b> 100% of the target HHs benefited from completed KALAH-CIDSS sub-projects  <b>Ql:</b> Not Applicable  <b>T:</b> Not Applicable</p>	414,076,331.00 (whole funds of the KALAH-CIDSS-AF & KKB)	Promotive Services Division-KALAH-CIDSS
7	<p><b>a. Number of children issued with CDCLAA</b></p> <p><b>Qn:</b> 100% of the targeted children served  <b>Ql:</b> 100% of the endorsed dossier were issued with CDCLAA upon 1st filing  <b>T:</b> Not Applicable</p> <p><b>b. Number of newly placed children to Foster Care</b></p> <p><b>Qn:</b> 100% of the targeted children served  <b>Ql:</b> 100% of the foster children were presented to Regional Matching  <b>T:</b> Not Applicable</p> <p><b>c. Number of children endorsed for ICA/PAPA/SIBRA</b></p> <p><b>Qn:</b> 100% of the targeted children served  <b>Ql:</b> Not Applicable  <b>T:</b> Not Applicable</p> <p><b>d. Number of foster children provided with subsidy</b></p> <p><b>Qn:</b> 100% of the targeted children served  <b>Ql:</b> 90% and above of the Foster Children were provided with subsidy through digital payment  <b>T:</b> Not Applicable</p>	9,949,828.00 (whole funds of the ARRS)	Protective Services Division-ARRS
8	<p><b>Number of beneficiaries served through AICS Program from January-December 2023</b></p> <p><b>Qn:</b> 130% and above of the target clients served  <b>Ql:</b> 95% and above of the clients served rated the service provided with at least satisfactory rating  <b>T:</b> Assistance was provided within 1 - 3 working days  For Psychosocial, referral and financial assistance: Assistance was provided within the day</p>	270,509,000.00 (whole funds of the CIS)	Protective Services Division-CIS
9	<p><b>Number of clients in residential care facilities served and rehabilitated</b></p> <p>a. RSCC  b. RRCY  d. Haven for Women and Girls</p> <p><b>Qn:</b> 100% of the targeted clients served  <b>Ql:</b> (a,b,d) 30% or above of the total served have improved social functioning</p> <p><b>T:</b> (a) Rehabilitated within 255 days from the date of admission  (b) Rehabilitated within 510 days from the date of admission</p>	69,437,540 (whole funds of the CRCF)	Protective Services Division-RSCC, RRCY and RHWG

12	<p><b>Percentage of facilities with standard client-staff ratio</b></p> <p><b>a. Facilities with Standard Client-Social Worker Ration</b></p> <p>Qn: 100% of the target number of facilities have standard client-staff ratio          Ql: Not Applicable          T: Not Applicable</p> <p><b>b. Facilities with Standard Client-Houseparent Ratio</b></p> <p>Qn: 100% of the target number of facilities have standard client-staff ratio          Ql: Not Applicable          T: Not Applicable</p>	69,437,540 (whole funds of the CRCF)	Protective Services Division-RSCC, RRCY and RHWG
13	<p><b>Number of children in Child Development Centers and Supervised Neighborhood Play provided with Supplementary Feeding as per timelines (13th cycle)</b></p> <p>Qn: 100% of the targeted children beneficiaries were served          Ql: Not Applicable          T: Completed 60 and above Feeding days SFP implementation by EO December 2023</p>		Protective Services Division-Supplementary Feeding Program (SFP)
14	<p><b>Percentage of children in SNPs and CDCs with improved Nutritional Status (12th Cycle)</b></p> <p>Qn: 81% and above of the children have improved weight: from severely underweight/underweight to normal          Ql: (Weight-for-Age) 91% and above of target children were weighed prior and after the provision of feeding (Weight-for-Height) 91% and above of children have baseline and endline data on weight-for-height (wasting) (Height-for-Age) 91% and above of children have baseline and endline data on height-for-age (stunting)          T: 31 and more days advance the cut off which is on the end of December 2023</p>	95,927,939.00 (whole fund of Supplementary Feeding Program)	Protective Services Division-Supplementary Feeding Program (SFP)
15	<p><b>Number of indigent senior citizens provided with Social Pension</b></p> <p>Qn: 100% of the eligible Senior Citizens were paid within the semester          Ql: Not Applicable          T: Not Applicable</p>	721,505,000 (whole funds of Social Pension Program and Older Pension)	Protective Services Division-Social Pension Program (SocPen)
16	<p><b>Number of indigent senior citizens provided with Social Pension</b></p> <p>Qn: 100% of the eligible Senior Citizens were paid within the semester          Ql: Not Applicable          T: Not Applicable</p>		Protective Services Division-Centenarian Program
17	<p><b>Number of trafficked persons provided with social welfare services</b></p> <p>Qn: 100% of the targeted number of victim-survivors of trafficking were served          Ql: 50% of clients served were provided with 2 or more services including 1 assistance for livelihood, and/or skills, medical assistance or educational assistance          T: (Psychosocial Counseling) Target clients were provided with psychosocial counselling upon receipt of referral          (Livelihood Assistance/ Medical/ Educational/ Skills Training) Target clients were provided with livelihood assistance/medical/ educational/ skills training within 14 days upon receipt of referral</p>	971,000.00 (whole fund of the Recovery and Reintegration Program for Trafficked Persons)	Protective Services Division - Recovery and Reintegration Program for Trafficked Persons

Disaster Response, Recovery and Rehabilitation	20	<p><b>Number of LGUs/Field Offices with prepositioned goods</b></p> <p><b>Qn:</b> 130% and above of the target LGUs are provided with prepositioned goods  <b>Ql:</b> Not Applicable  <b>T:</b> Assistance was provided 1 to 72 hours (3 days) upon issuance of the approved RIS/IF</p>	187,805,142.00 (whole fund of the DRMD)	Disaster Response and Management (DRMD)
	21	<p><b>Number of disaster-affected families provided with disaster response services</b></p> <p><b>Qn:</b> 100% of the target families provided with disaster response services  <b>Ql:</b> Not Applicable  <b>T:</b> Average of 0 -2 days per semester (Baseline is 5 days after receipt of request from LGU)</p> <p>Remarks: For timeliness, the indicator is measured in terms of the average timeline of the response action, whether facilitation of request or response letter, after the receipt of the request from LGU and other triggers for augmentation approved by the Regional Director</p>		Disaster Response and Management (DRMD)
	22	<p><b>Number of disaster-affected families provided with early recovery services</b></p> <p><b>Target:</b> 85% of target disaster affected families provided with early recovery services</p> <p><b>Qn:</b> 100% of disaster-affected families provided with early recovery services  <b>Ql:</b> Not Applicable  <b>T:</b> 1 to 3 months after receipt of SAA and NCA</p>		Disaster Response and Management (DRMD)
SWAs and Service Providers Registration/Licensing and Accreditation	23	<p><b>Number of SWDAs registered and/or licensed</b></p> <p><b>Qn:</b> 100% of target three (3) SWDAs registered and/or licensed  <b>Ql:</b> no error in the Certificate  <b>T:</b> (Registration) Two (2) working days before the deadline or earlier  (License to Operate) Six (6) working days before the deadline or earlier</p> <p>NOTE:  <u>Registration:</u> Confirmation Report and Certificate of Registration is sent to the SWDA within three (3) working days upon receipt of complete and compliant documentary requirements  <u>License to Operate:</u> Certificate/ recognition is issued within 20 working days after the assessment</p>	1,724,133.00 (whole funds of Standards Section)	Policy and Plans Division-Standards Section (PPD-SS)
	24	<p><b>Number of service provider accredited</b></p> <p><b>Qn:</b> 100% of the 314 target service providers accredited  <b>Ql:</b> no error in the Certificate  <b>T:</b> Six (6) working days before the deadline or earlier</p> <p>NOTE: Conduct of accreditation including the issuance of Certificate/ recognition is within 20 working days upon receipt of complete and compliant application documents</p>		Policy and Plans Division-Standards Section (PPD-SS)
Technical Assistance and Resource Augmentation (TARA)	25	<p><b>Number of LGUs with improved functionality</b></p> <p><b>Qn:</b> 100% of targeted LGUs have increased Service Delivery Capacity (SDC) index score  <b>Ql:</b> average scores of targeted LGUs with added form the baseline index score of .60 or more + maintained level 3 scores  <b>T:</b> Not Applicable</p>	5,774,770.00 (fund for TARA Unit and CBS)	Policy and Plans Division-Technical Assistance and Resource Augmentation Unit (PPD-TARAU)
	26	<p><b>Number of LGUs provided with TA within the planned period</b></p> <p><b>Qn:</b> 100% of target LGUs were provided with at least 1 TA  <b>Ql:</b> average scores of targeted LGUs with added form the baseline index score of .60 or more + maintained level 3 scores  <b>T:</b> TA implemented as planned within the planned period as reflected in the WFP</p>		Policy and Plans Division-Technical Assistance and Resource Augmentation Unit (PPD-TARAU)

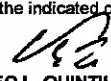
		27	<p><b>Number of LGUs provided with RA</b></p> <p><b>Qn:</b> 100% and above of the targeted LGUs in accordance with the 3-year plan)  <b>Ql:</b> Not Applicable  <b>T:</b> Nine (9) days advance</p>		Policy and Plans Division-Technical Assistance and Resource Augmentation Unit (PPD-TARAU)
Social technologies institutionalization		28	<p><b>Number of intermediaries institutionalizing completed social technologies</b></p> <p><b>Qn:</b> 100% of target  <b>Ql:</b> With approved legally binding document for the institutionalization of the ST (e.g. MOA, AIP, LDP, Ordinance, EO)  <b>T:</b> Nine (9) or more days in advance</p>	1,474,800.00 (whole fund of the Social Technology Development)	ORD-Soc Tech
<b>Support Functions</b>	<b>20%</b>				
Planning, Monitoring and Evaluation		29	<p><b>A. Number of 2024 Sectoral Plan</b></p> <p><b>Qn:</b> Five (5) sectoral plans with statistics and narrative, approved by the Regional Director or OIC, and encoded in the developed Sectoral Planning Information System.  <b>Ql:</b> 1. Followed prescribed template;  2. The plans must include Sector Regional Situationer from the PSA, NEDA and other reliable sources;  3. Aligned with the priorities of the Department as indicated in the DSWD Recovery Plan, DSWD Sectoral Agenda and National Sectoral Plans;  4. The Narrative Report should contain the regional situationer using secondary data from other government agencies and Listahanan.  5. Has social protection components i.e. a) Social Insurance, b) social assistance, c) social safety nets, d) labor market interventions  <b>T:</b> Nine (9) calendar days before November 30, 2023</p>	208,000.00 (whole funds of PDPS)	Protective Services Division- Sectors and Policy and Plans Division- Policy Development and Planning Section (PPD-PDPS)
			<p><b>B. Number of GAD Plans submitted</b></p> <p><b>Qn:</b> Submitted two (2) documents (a. Duly signed GPB; b. HGDG Box 7 [with explanation and MOVs]) for implementing OBSUs  <b>Ql:</b> No revisions required; followed PCW prescribed template for GMMS V3; HGDG Box 7 complete with MOVs  <b>T:</b> Five (5) days before the deadline or earlier</p> <p>Note: Submission of GPB is 15 working days after the release of NEP</p>		Policy and Plans Division - Policy Development and Planning Section
HPMES Reportorial Reports Submission		30	<p><b>A. Quarterly Accomplishment Report (HPMES Form 4) submitted every 20th day of the month after the reference quarter</b></p> <p><b>Qn:</b> Two (2) quarterly accomplishment reports submitted per semester  <b>Ql:</b> Document submitted with transmittal memorandum addressed to PDPB; approved and signed by the Head of Office; no revisions required  <b>T:</b> Three (3) days before 20th day of the month after the reference quarter; if the deadline falls on a weekend or non-working holiday, the date thereof will be the succeeding working day.</p>		Policy and Plans Division - Policy Development and Planning Section
			<p><b>B. Semestral Assessment Report submitted</b></p> <p><b>Qn:</b> One (1) semester report submitted  <b>Ql:</b> Document/s submitted with endorsement memorandum addressed to PDPB; signed and approved by the Head of Office; no revisions required.  <b>T:</b> Three (3) days before 20th day of the month after the reference quarter; if the deadline falls on a weekend or non-working holiday, the date thereof will be the succeeding working day.</p>		Policy and Plans Division - Policy Development and Planning Section

Freedom of Information (FOI)	31	<p><b>Percentage of FOI requests responded to</b></p> <p><b>A. FOI Requests</b>  <b>Qn:</b> 100% of FOI requests responded to  <b>Ql:</b> Accurate and approved, in accordance with existing issuances/guidelines  <b>T:</b> (FOI request received from CO) responded within 3 working days before the deadline or earlier  (FOI Request Processed within FO) responded within 5 working days before the deadline or earlier</p> <p><b>B. Registry and Summary Report on FOI requests prepared and submitted to AS</b>  <b>Qn:</b> 100% of external reportorial requirement submitted  <b>Ql:</b> Accurate and approved, in accordance with existing issuances/guidelines  <b>T:</b> Three (3) working days before the deadline or earlier</p>		Administrative Division - Records and Archives Management Section
Knowledge Product Documentation	32	<p><b>Number of Knowledge Product that underwent at least two consecutive sub-processes of the Knowledge Cycle as defined in AO 9, s. 2022 or the Implementing Guidelines of the DSWD Knowledge Management Framework</b></p> <p><b>Qn:</b> One (1) KP submitted  <b>Ql:</b> MOVs follow Department standards for KPs and KSS  <b>T:</b> Submitted nine or more work days before the deadline</p>	2,149,550.00 (whole funds of the Capacity Building Section)	Protective Services Division- Capacity Building Section
Financial Management	33	<p><b>a. Percentage of Obligation Rate</b></p> <p><b>Qn:</b> 100% of the budget utilized  <b>Ql:</b> Not Applicable  <b>T:</b> Not Applicable</p>		Financial Management Division - Budget Section
		<p><b>b. Percentage of Disbursement Rate</b></p> <p>Target: 85%</p> <p><b>Qn:</b> 101% and above of the obligation was disbursed  <b>Ql:</b> Not Applicable  <b>T:</b> Not Applicable</p>		Financial Management Division - Accounting Section
		<p><b>c. Percentage of Cash Liquidated</b></p> <p><b>Qn:</b> 100% of total cash advances due for liquidation have been liquidated (includes a. advances to officers and employees covering traveling expenses-foreign and local, b. advances to Special Disbursing Officers, c. Inter-agency transferred funds)  <b>Ql:</b> Not Applicable  <b>T:</b> Not Applicable</p> <p>Note: Only cash advances that are due until the cut-off date shall be considered in the evaluation period</p>		Financial Management Division - Cash Section
		<p><b>d. Percentage of prior year's audit recommendation complied as per timeline</b></p> <p><b>Qn:</b> All findings due for action in CY 2023, fully acted upon based on Management Letter / within the prescribed timeline; or No audit findings were issued during the prior year.  <b>Ql:</b> Not Applicable  <b>T:</b> Nine (9) days before the cut-off which is December 31, 2023</p>		Financial Management Division
Human Resource Management	35	<p><b>Percentage of vacant positions as of June 30 2023 and resulting vacancies from January - June 2023 are filled up within the 2nd Semester of 2023</b></p> <p><b>Qn:</b> 100% of vacant positions as of Jun. 5 - 100% of vacant positions as of June 30, 2023 are filled up  <b>Ql:</b> No errors on appointment issued  <b>T:</b> Vacancies are filled up 30 working days before the target timeline</p>	59,271,166.00 (whole funds of the Human Resource Management and Development Division)	Human Resource Management and Development Division (HRMDD)



Promote Good Governance	100%	36	<b>Percentage of IAS audit recommendations complied</b> Qn: 100% of audit recommendations complied and fully-supported with MOVs Ql: Not Applicable T: Not Applicable	45,000.00 (whole funds of the Internal Audit Unit)	Office of the Regional Director - Internal Audit Unit
		38	<b>Percentage of #8888 and CSC-CCB tickets acted upon within the prescribed timeline</b> Qn: 100% of the received complaint tickets were resolved Ql: Not Applicable T: 100% of the received complaint tickets were resolved within 72 hours  Note: Complaint resolutions mean that there are concrete/ specific actions to cases		Office of the Regional Director - Internal Audit Unit
		39	<b>Satisfaction rating of services/ processes on the Client Satisfaction Measurement Survey</b> Qn: 100% of external and internal Services with submitted CSMR Ql: 4.50-5.0 average rating or "Very Satisfactory" T: Reports submitted on or before the deadline  <u>Deadline of submission:</u> <u>Monthly:</u> Every 10th of the succeeding month (December of Previous year, January to December) <u>Quarterly:</u> Every 15th of the succeeding month of the quarter (4th Quarter of previous year and 1st-3rd Quarter) <u>Semestral:</u> Every 15th of the succeeding month of the semester (2nd semester of previous year and 1st semester) <u>Annual:</u> Every January 10 of the succeeding year (1 CSMR) 6 monthly reports (December of previous year, January to May)	Administrative Division - Records and Archives Management Section	

I, Dir. Leo L. Quintilla, Head of the FO-CAR commit to deliver and agree to be rated on the attainment of these targets in accordance with the indicated criteria for the period of January to December 2023.

  
**LEO L. QUINTILLA**  
 Head of Office

28 December 2022  
 Date

Recommending Approval  
 Position:

  
**MARIA SALOME P. NAVARRO**  
 Undersecretary, Social Welfare and Development

Date:

Approved by:  
 Position:

  
**EDUARDO M. PUNAY**  
 Officer-in-Charge, DSWD

Date: