

**DEPARTMENT OF  
SOCIAL WELFARE AND  
DEVELOPMENT**

**ASSESSMENT  
REPORT**

---

**1ST SEMESTER CY 2022**



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## EXECUTIVE SUMMARY

The 1<sup>st</sup> Semester CY 2022 Department of Social Welfare and Development (DSWD) Assessment Report aims to objectively assess the progress of the Department's performance for 1<sup>st</sup> Semester CY 2022 and provide recommendations that require necessary actions from the DSWD management and concerned oversight agencies, in line with the performance indicators reflected in the DSWD Strategic Results Framework.

The COVID-19 pandemic which impacted the economic performance and the overall poverty situation of the Philippines, really tested the Department's response to the needs of its clientele. The DSWD program implementation and service delivery, as well as its systems and processes were challenged. Nonetheless, the Department remained steadfast in committing to achieve the targets set in the strategic plan while also addressing the crisis and vulnerabilities brought about by the COVID-19 pandemic. However difficult, the pandemic did not deter all the Offices, Bureaus, Services, and Field Offices to deliver the needed goods and services to its internal and external clients.

### HIGHLIGHTS OF ACCOMPLISHMENT

#### Organizational Outcome 1: Well-being of Poor Families Improved

- a. The Pantawid has provided conditional cash grants to 4,190,316 households or 95.2% out of the 4,400,000 target beneficiaries.
- b. Based on the SWDI results as of 31 May 2022, it shows that of the 1,113,293 assessed Pantawid beneficiaries, more than 80% or 892,058 households are at the subsistence level. On the other hand, nearly 20% or 219,810 are classified as self-sufficient, which is significantly lower compared to the proportion of self-sufficient households in 2021 which is equivalent to 26.1%. Lastly, 0.1% or 1,425 households are still at the survival level.
- c. Pantawid households are generally compliant to education (98.2%) and health (98.2%) conditions of the program, despite the challenges brought by the pandemic.
- d. Only 0.8% or 983 of the target 119,521 households to be provided with SLP program modalities was achieved. Meanwhile, the provision of Livelihood Assistance Grant still continued but only 10.2% or 2,206 of the 21,657 target households were served.
- e. The Microenterprise Development track was evidently more appealing to SLP participants with all of the households served ending up on the said track.
- f. 2,197 families out of 2,689, or 82% of the annual target, were served by the "Balik-Probinsya, Bagong Pag-asa" Program (BP2P) program
- g. The KC-NCDDP is still far from achieving its targets on project completion and consequently, benefits to the households with only 232 completed projects and 47,261 households.
- h. Only 17 or 11% have satisfactory or better sustainability evaluation rating of the 161 subprojects eligible for sustainability evaluation under NCDDP AF.

#### Organizational Outcome 2: Rights of the Vulnerable Sectors Promoted and Protected

- a. A total of 6,089 clients were served in all 73 Centers and Residential Care Facilities (CRCFs) nationwide, or 55.35% of the annual target of 11,000 for CY 2022.
- b. Out of the 6,089 clients served by CRCFs, there were a total of 1,897 clients rehabilitated. The rehabilitation rate for the first semester is 31.15%.



- c. The 11th cycle of the SFP implementation covering the School Year 2021-2022 has served 1,957,315 children from the CDCs and children under the SNPs with a 101.03% accomplishment out of the 1,937,378 target beneficiaries.
- d. The SFP was able to achieve 53.78% improvement of the nutritional status among children from CDCs and children under the SNPs.
- e. 5,780 children in CDCs and SNPs provided with supplementary feeding under the BANGUN project while 1,820 Pregnant and Lactating Women provided with Milk Feeding.
- f. 5,866,229 beneficiaries were served through the Targeted Cash Transfer (TCT) Program, which includes 3,831,739 Pantawid beneficiaries and 2,034,490 non-Pantawid beneficiaries
- g. A total of 3,339,298 or 82% social pension beneficiaries were served. Of these, majority (82%) of the clients spent their stipend to buy food with 4,430,657 or 133% followed by Medicines/medical services with 2,794,359 or 84%, and last is to pay their Utilities with 1,205,672 or 36%.
- h. A total of 1,871,806 clients were served through the AICS program amounting to Php7,280,087,205.97
- i. Since 2015 to date, the ACN has completed 336 Day Care Center (DCC) constructions, 115 DCC repairs, 122 Senior Citizen Center construction (SCC), and 7 SCC repairs, with a total of 581 projects.
- j. For Alternative Family Care Program, 153 or 29% of the total target of 524 children issued with Certification Declaring a Child Legally for Adoption (CDCLAA)
- k. Of the 10,362 received travel clearance requests, 8,923 applications were approved and issued with travel clearance certificates while 1,426 are exempted and 13 were disapproved applications.
- l. In terms of Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program, 7,565 distressed and/or undocumented overseas Filipinos were provided assistance under the International Social Welfare Services for Filipino Nationals (ISWSFN).

### Organizational Outcome 3: Immediate Relief and Recovery of Disaster Victims/Survivors Ensured

- a. All 24 requests from Field Offices for replenishment of standby funds were acted upon. Meanwhile, all 428 Local Government Units (LGUs) which requested for augmentation on disaster response services were accommodated.
- b. The average customer satisfaction rating of 4.97 from Field Offices (FOs) and Central Office- Offices, Bureaus and Services (CO-OBS) and other stakeholders on food and non-food items (FNI) delivery service exceeded its target
- c. Meanwhile, the accomplishment for percentage of Family Food Packs (FFPs) produced based on the approved production plan is less 21.16% of its 100% target
- d. 1,095,347 FFPs were delivered (₱693,584,936.55) for the augmentation requests of local government units during disaster relief operations. Moreover, a total of 1,041,687 non-food items were delivered (₱545,276,660.41).
- e. The Department was able to provide food and non-food relief assistance, and cash assistance under the Emergency Shelter Assistance (ESA), Food-for-Work (FFW) Program, and Cash-for-Work (CFW) Program to 355,150 disaster-affected households

## Organizational Outcome 4: Continuing Compliance of Social Welfare and Development Agencies to Standards in the Delivery of Social Welfare Services Ensured

- a. The Department has been consistent in outstandingly delivering its mandate on the registration, licensing and accreditation of SWAs, SWDAs and Service Providers.
- b. A total of 86 SWAs and Centers were accredited last semester, and is halfway (57%) through the target numbers for this year (150 SWAs and Centers). Likewise, the DSWD has accredited 563.33% more Beneficiary CSOs during the 1st semester.
- c. The Department was able to accredit 112 Pre-Marriage Counselors (PMCs), while the accreditation of Social Workers Managing Court Cases (SWMCCs) remain beyond target with 48 accredited service providers.
- d. 4,026 DCWs/Day Care Centers were accredited despite the challenges faced in some areas
- e. Monitoring of compliance of accredited SWDAs are on target at 5.52%, and 1.54% for Registered and Licensed Private SWAs.

## Organizational Outcome 5: Delivery of SWD Programs by LGUs through LSWDOs Improved

- a. A total of 1,356 LGUs out of the 1,405 target for the year were provided with Technical Assistance, while a total of 502 LGUs were provided with resource augmentation upon request.
- b. Most of the activities are orientation on different SWD laws and statutory programs and programs to be devolved such as SLP, Auxiliary Services for PWDs, Assistance for Individuals in Crisis Situations (AICS) and others, including social technologies developed.

## Support to Operations

- a. The Department was able to provide inputs to 22 SWD legislative/executive issuances with a positive major deviation of 166.66%.
- b. The Department has approved and disseminated 34 agency policies through the DSWD policy development process.
- c. The Bureau has reviewed, consolidated, formulated, updated and disseminated five (5) annual plans, including those for the Children, Youth, Senior Citizens, Persons with Disability, and Filipino Family.
- d. The Department prepared 16 position papers on referred legislative measures and one Draft Executive Order Reorganizing the National Council on Disability Affairs into the National Commission on Disability Affairs
- e. A project design on ProtecTEEN: Psychosocial Support and other Interventions for Teenage Parents and their Families was formulated and approved
- f. The Department has developed pilot testing reports on Yakap Bayan Program and Project Link: Family Tracing and Reunification (FTR) System
- g. Accomplishments for all IAS performance indicators are on track and likely to achieve its CY 2022 targets.
- h. The Pantawid Pamilyang Pilipino Program – National Program Management Office fully complied to the implementation of integrity management measures.
- i. Most of the performance indicators under Information and Communications Technology Management were consistently achieved, but improvement of procurement activities along ICT should still be ensured.

- j. The Listahanan 3 project was able to assessed a total of 15,487,655 households nationwide. Of this figure, 36.2% or 5,599,365 households were identified as poor households
- k. The Department were able to facilitate a total of 645 requests for Listahanan 2 data from various data users from government offices/ agencies, private sector, academe, and other stakeholders
- l. A total of 817 press releases were issued to national and regional media, while 2,019 IEC materials were produced.
- m. Based on the 2021 KAP survey, 93% of the respondents aware of at least 2 DSWD programs, aside from 4Ps. Two (2) DSWD programs with high awareness rating are SLP with 54.95% awareness rating and AICS with 42.93% awareness rating.
- n. 32 knowledge products were reported which are how-to-guides, good practice documentations, and research and development studies. Fifty-three big group knowledge sharing sessions have been conducted.
- o. Overall, there are 18 Technical Assistance Facilities (TAF)-funded activities and projects for implementation in 2022. While some have been carried over from the previous year, only two (2) were monitored as completed as of the first half of the year.
- p. Five (5) or 45% of the eleven (11) performance commitments by the Office of Strategy Management were accomplished.

## General Administrative and Support Services

- a. All of the performance indicators along financial management except for two have negative major deviations from the set targets for 2022. The percentage of Notice of Suspension or Notice of Disallowance was fully complied within the timeline. Meanwhile, the targets for other indicators were not met.
- b. Overall, a total of 9,127 purchase requests were awarded and contracted on time out of the 12,609 purchase requests received.
- c. 49.63% or 67 positions of the 100% or 135 requests for posting were filled-up within the semester, moreover, emerging human resource concerns should be addressed.
- d. The Legal Service has fully achieved its targets, except for one indicator which is the Administrative Disciplinary Cases Judiciously Resolved. However, it must be noted that for this indicator, the resolutions are subject to administrative legal process in the manner prescribed in the 2017 Rules on Administrative Cases in the Civil Service (RACCS), which is somehow beyond the control of the Legal Service.
- e. Most targets along Administrative Service continue to be outstandingly achieved, but some offices need to start setting baseline targets. Likewise, there is improvement in the reporting of accomplishments along maintenance of its structures and facilities and records management.

## OVERALL ANALYSIS

1. For *Organizational Outcome 1: Well-being of Poor Families Improved*, most of the indicators were on track on achieving the endline targets for the duration of the Strategic Plan, except on provision of SLP program modalities to beneficiaries, as well as completion of KC-NCDDP sub-projects in accordance with technical plans and schedule, and consequently, on achieving the target number of beneficiaries that benefitted from completed KC-NCDDP sub-projects. For SLP, the heavy workload of the SLP-RPMO Project Development Officers (PDOs) due to the clustering approach, backlogs, late hiring, and unfilled positions hindered the achievement of targets. While for KC-NCDDP, the reduction of the budget allocation for KC-NCDDP and delays in



- approval of the additional funding and commencement of KC-NCDDP implementation hindered the operations of the program.
2. In terms of achieving *Organizational Outcome 2: Rights of the Vulnerable Sectors Promoted and Protected*, the Department although continuously providing remarkable accomplishment particularly for those individuals who are in crisis, in the CRCFs, and malnourished children, there is a need to improve on targeting and registration of beneficiaries to cater to more clients and beneficiaries. Usual challenges along program implementation, including inadequate funds to serve more clients and beneficiaries, limited human and technology resources, delayed submission and low compliance on reporting, procurement issues, and overlapping schedules, hindered the achievement of targets. Nonetheless, evidence-based system improvements and policy enhancements along these programs and projects, coupled with necessary resources, could help boost its accomplishments.
  3. Along *Organizational Outcome 3: Immediate Relief and Early Recovery of Disaster Victims/Survivors Ensured*, accomplishments show that there are still rooms for further progress in achieving the desired goals. There were delays in the implementation of Early Recovery and Rehabilitation (ERR) Program, Projects and Activities (PPAs) due to fund limitation/delayed releasing of fund and challenges in data gathering for the preparation of plans and proposals. Further, there were limitations on the Quick Response Funds (QRF) given that disasters have become massive and covers broader areas, coupled with the tedious process in QRF replenishment since DBM requires utilization report up to the Field Office level. Along logistics and resources management, the recurring shortages in raw materials for the production of Family Food Packs, coupled with long procurement process for welfare goods, contributed in the delay in the production of FFPs which translates to a delay in the augmentation to the Field Offices. The lack of absorptive capacity and production capacity of the existing regional resource operations centers, particularly the National Resource Operations Center in Pasay and the Visayas Disaster Resource Center in Cebu City, also contributes on the delays in augmentation schedules for FNIs.
  4. Looking at the accomplishment along *Organizational Outcome 4: Continuing Compliance of Social Welfare and Development Agencies to Standards in the Delivery of Social Welfare Services Ensured*, the Department has been consistent in outstandingly delivering its mandate on the registration, licensing and accreditation of SWAs, SWDAs and Service Providers. This is despite the difficulty of SWAs and SWDAs to comply with some requirements due to financial constraints, that are beyond the Department's control. Accomplishment of some indicators were affected by unexpected disasters like Typhoon Odette wherein Day Care Centers were converted into quarantine facilities and PMCs were busy with disaster response.
  5. For the *Organizational Outcome 5: Delivery of Social Welfare and Development Programs by Local Government Units through Local Social Welfare and Development Offices Improved*, the accomplishments are on track with only minor deviation on the indicators along technical assistance and resource augmentation. However, the conduct of the reassessment of LGUS particularly who were assessed in 2019 to determine their level of functionality after three years was moved to the 3rd Quarter of this year as there was a revision on the indicators of the tool and the development of the SDCA Information System.
  6. In terms of *Support to Operations and General Administrative and Support Services*, the performance of the offices indicates that the Department is leading towards the right direction in achieving its goals. Although it can be obviously noted that in terms of indicators along human resource, and fund management particularly budget

utilization, liquidation, and audit observations, the Department still has a lot to improve. Procurement projects that resulted to cancellation, failed procurement or selection process, prolonged evaluation and post-qualification process, hampered the operations of the Department. In terms of financial management, accomplishments show that most of the actual obligations and disbursements of the Department transpires during the second semester resulting to low utilization during first semester. Nonetheless, ICT-related concerns are still evident across different offices in the Department and remains to be a major area of improvement as we move towards the new normal.

## OVERALL RECOMMENDATIONS

1. Strategic designing of policies and interventions to ensure prompt response and adaptability to the complex, dynamic and uncertain conditions of the internal and external environment.
  - a. Ensure that the policies and guidelines of the organization are still responsive to the emergent need of vulnerable sectors.
  - b. Use alternative modes of provision of programs and services, and for our policies and guidelines to adjust to the new normal
  - c. Available findings from M&E reports, evaluations, and researchers should be properly utilized
  - d. Advocating for the expansion of government relief and recovery measures to policymakers and legislators should also be done
  - e. Continue its efforts along beneficiary targeting and tracking system through an ID system
  - f. Ensure harmonization of the processes and initiatives, alongside the alignment of the priorities
  - g. Digital transformation should primarily be pursued to revolutionize the way of providing social welfare and development programs
  - h. The SWDI results should be maximized by conducting more in-depth analysis to determine the possible causes of slow movement of households to self-sufficiency level and providing evidence-based recommendations to improve the level of well-being of beneficiaries
  - i. Existing policies and guidelines that are in need for updating or enhancement should be prioritized
  - j. Field Offices should be provided with technical assistance about effective monitoring and promotion of enactment of the ordinances and resolutions along SWD
  - k. Clear delineation of roles and responsibilities along the implementation of SWD laws must always be provided along with a reliable and efficient monitoring tool system.
  - l. All DSWD OBSUs should ensure that program and office objectives are measured through properly selected performance indicators.
2. Continue to invest on systems, technologies, and ICT infrastructure to support the new normal operations of the Department and digitization of its processes and systems.
  - a. Provision of timely and effective response to the demands of the service for various ICT service management requirements.

- b. The procurement procedures as well as finance and management policies should be amenable to the uncommon requirements / terms for investing and purchasing on high-quality ICT equipment and services, subscription to online tools and platforms, purchasing and/or subscription to licensed software for data processing and visualization, and other video-teleconferencing applications.
3. Continuous provision of capacity building, coaching and mentoring.
  - a. further capacity building along the career plans of the staff should also be institutionalized
  - b. Constant coaching and mentoring across horizontal and vertical level should be strengthened
4. Act upon human resource concerns at various levels
  - a. The DSWD management should address the concerns on displacement of its personnel
  - b. Necessary protective equipment and supplies should still and always be available and provided to the workforce
  - c. Support mechanisms like provision of psychosocial, logistical and financial support should be ensured for the workforce
  - d. Public Service Continuity Plan should be developed and integrated to the operations and processes of the Department
5. Cultivate high integrity workplace culture
  - a. The Department should embrace this process and transcend it across the policies, processes and performance, and not just mere compliance to the program.
  - b. Compliance to EODB and quality management mechanisms, particularly the institutionalization of feedback mechanisms with internal and external clients should be strengthened.
  - c. To prevent accounting errors/deficiencies resulting to audit observations, liquidation and proper reconciliation should be ensured.

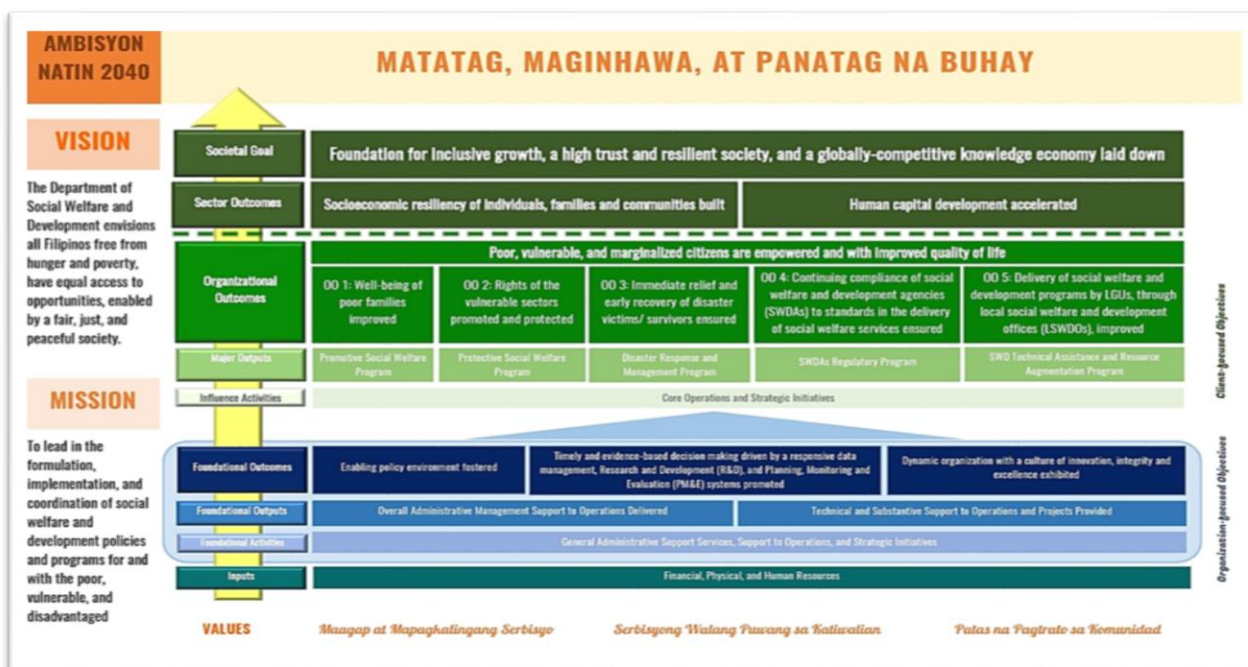
# INTRODUCTION

## FRAMEWORK OF ASSESSMENT

The Department of Social Welfare and Development (DSWD) Strategic Plan CY 2018-2022 sets the medium-term articulation of its strategic directions until 2022 and are expected to contribute to the achievement of the country Philippine Development Plan (PDP) 2017-2022.

The Strategic Plan is anchored on a Strategic Results Framework to ensure proper targeting of clients (i.e., beneficiaries and intermediaries), implementation, monitoring and evaluation for the planning horizon. The DSWD Strategic Results Framework guides all DSWD Offices in its actions and strategies to deliver its mission. Specifically, it serves as the overall framework which lays out and logically aligns the objectives of the Strategic Plan.

Figure 1: DSWD Strategic Results Framework 2017-2022



The DSWD Strategic Results Framework was developed focusing on the intended socio-economic and development outcomes of the PDP 2017-2022. The Department are expected to contribute to the sectoral and societal goals of the Philippines through the achievement of the Department’s Organizational Outcomes (OOs). These OOs are focused on bringing changes in the clients’ (beneficiaries and intermediaries) lives or behavior and capacity. It has also Organization-focused objectives that ensure the organizational effectiveness of the Department in managing resources efficiently and institutional processes, systems and human resources are in place.

The Department’s outputs are delivered by the following programs classified as follows: Promotive Social Welfare Program, Protective Social Welfare Program, Disaster Response and Management Program, Social Welfare and Development Agencies (SWDAs) Regulatory Program, and Social Welfare and Development (SWD) Technical Assistance and Resource Augmentation (TARA) Program.



Meanwhile, the General Administration and Support Services (GASS), and Support to Operations (STO) serve as the foundational components which are critical in providing support to the OOs and above-mentioned programs. Delivery of outputs along GASS and STO is crucial in achieving the client-focused objectives.

The DSWD Strategic Plan is being monitored through the Harmonized Planning, Monitoring, and Evaluation System (HPMES) of the Department. The HPMES is a system for the regular planning, monitoring, and evaluation of the DSWD's offices, programs and projects as they contribute to the attainment of the organizational goals and outcomes stipulated in the medium-term Strategic Plan.

Among the outputs of the HPMES is the DSWD Assessment Report which is produced every semester. The DSWD Assessment Report aims to objectively assess the progress of the Department's performance and provide recommendations that require necessary actions from the Management, in line with the Outcome and Output indicators reflected in the DSWD Results Framework.

## METHODOLOGY

### **Quantitative Method**

The Assessment Reports as submitted by the Field Offices and Central Office – Offices, Bureaus, and Services are the major bases for the quantitative analysis of the assessment. The administrative data and secondary data from external sources were also utilized to support the findings in the report.

### **Qualitative Method**

Various reports and related studies were reviewed and analyzed, particularly on the performance of the Department in terms of outputs and outcomes. The assessment drew on the qualitative findings, analyses and recommendations found in the assessment reports of FOs and CO-OBS.

The report covered the following assessment questions:

1. To what extent did the Department achieve its organizational outcomes and outputs? What progress and evidence had been there in achieving the outcomes?
2. What were the hindering and facilitating factors for achieving the intended results? What have been the issues and/or good practices?



## SITUATIONAL ANALYSIS

### COVID-19 PANDEMIC SITUATION IN THE PHILIPPINES

As of 31 July 2022, a total of 3,776,627 COVID-19 cases had been recorded in the Philippines since the beginning of the COVID-19 pandemic. In the most recent data of total cases in the Philippines, National Capital Region recorded the highest case counts with 1,221,558 cases, followed by Region IV-A: CALABARZON with 683,379 cases, and Region III: Central Luzon with 374,801 cases.

**Figure 2: COVID-19 Total Weekly Recorded Cases in the Philippines (2020 - present)**



Since the beginning of the COVID-19 pandemic, 3,682,278 recoveries were recorded, however, 60,727 COVID-19 related deaths have been reported in Philippines as of 17 July 2022.

In terms of vaccination, as of 31 July 2022, 64.3% of the total population were vaccinated with the last dose of primary series. Among healthcare workers (A1 priority group), the coverage is 96.3%, with 56.7% having received the first booster dose and 15.5% with the second booster dose. For elderly population (A2 priority group), persons with comorbidities (A3) and poor population (A5); their respective vaccination coverage (vaccinated with last dose of primary series) is 77.9%, 94.4%, and 72.7%. On 26 July 2022, DOH launched the “PinasLakas” campaign which aims to administer booster shots to 50% of the country’s eligible population within the first 100 days of the Marcos administration, for which the benefits of the Covid-19 vaccines could be felt as the economy, commerce, tourism, and education reopen in the country.

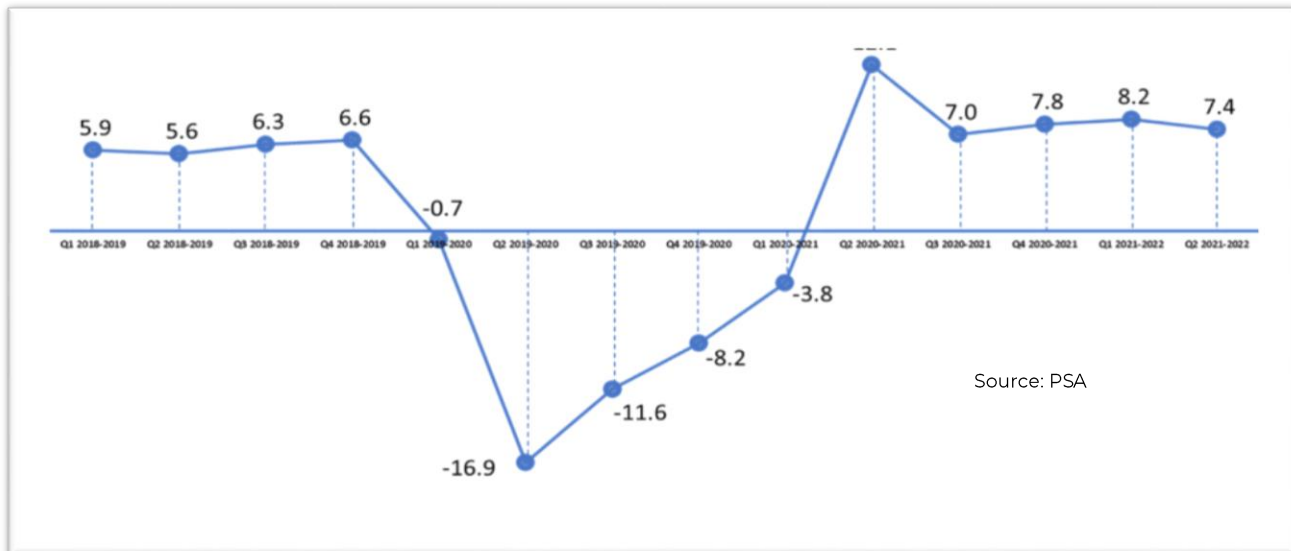
Moreover, looking at the latest COVID-19 data of Association of Southeast Asian Nations (ASEAN) countries, the Philippines had lower ranking compared to previous reports, being the fifth-ranking members state of the ASEAN with the highest cumulative number of confirmed COVID-19 cases. Notably, the Philippines is still within the upper half of ASEAN member states, along with Vietnam, Indonesia, Malaysia, and Thailand.

### PHILIPPINE ECONOMIC PERFORMANCE

The Philippine Statistics Authority (PSA) reported 7.4% year-on-year (YoY) growth in the Gross Domestic Product (GDP) for the second quarter of 2022. This is the fifth consecutive period of recorded GDP growth. However, quarter-on-quarter comparison reveals a slight decline of 0.1% in the second quarter vis-à-vis its preceding period. GDP in the first half of

2022 is now valued at P9.6 trillion (at constant 2018 prices), higher than its pre-pandemic 2019 first semester value of P9.49 trillion.

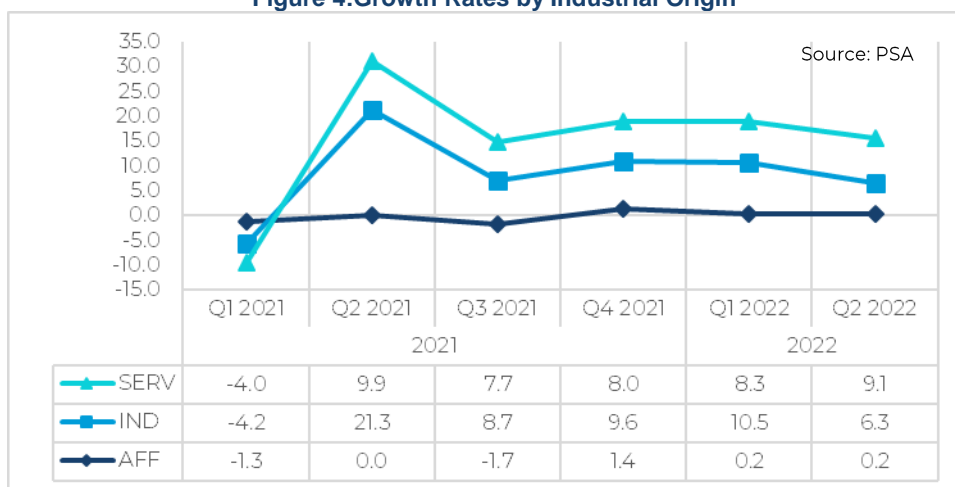
**Figure 3: Gross Domestic Product (Year-on-Year Growth Rates)**



Based on the PSA data, the main contributors to the second quarter 2022 growth were Wholesale and retail trade and repair of motor vehicles and motorcycles at 9.7%; Construction at 19%; and Transportation and storage at 27.1%. Moreover, major economic sectors which posted positive growths in the second quarter of 2022 were Agriculture, forestry, and fishing (AFF) at 0.2%, Industry at 6.3%, and Services at 9.1%.

For AFF, sustained growth was seen on major crops such as palay at 0.7% and corn, at 10.2%. On the other hand, sugarcane which includes muscovado sugar-making in the farm, posted a double-digit decline of 50.1%. For industry sector, registered growth was recorded with construction at 19%; followed by electricity, steam, water and waste management with 5.4%; and manufacturing with 2.1%, while mining and quarrying, declined by 7.3%. And for services, all eleven sub-sectors expanded, with other services like arts, entertainment and recreation (39.5%), accommodation and food (29.9%), transportation and storage (27.1%), and information and communication (10.7%) posting double-digit growth.

**Figure 4: Growth Rates by Industrial Origin**



Household final consumption expenditure (HFCE) further rose by 8.6% in the second quarter of 2022 from a 7.3% growth in the same period in 2021. However, looking at quarter-on-quarter comparison, it revealed a 2.7% decline in the 2<sup>nd</sup> quarter compared to 1<sup>st</sup> quarter. Except for health, all HFCE items posted an expansion, recreation and culture with 35%; restaurants and hotel at 32.3%; transport at 25.7%; and communication at 10.3%. Food and non-alcoholic beverages, which comprised the bulk of household spending, further rose by 5.8% from 2.8% in the comparable period in 2021.

**Table 1: Growth Rates by Expenditure Group**

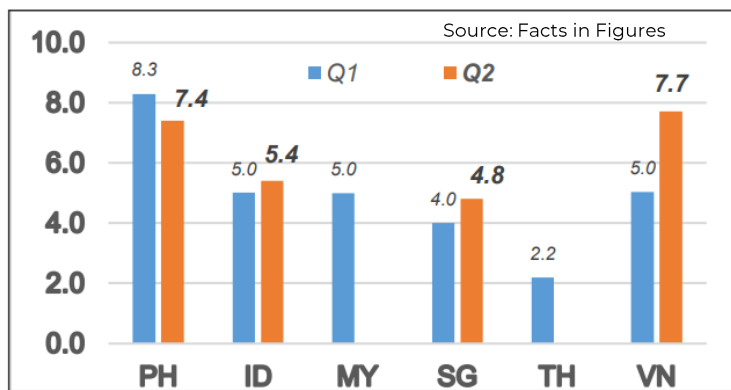
Purpose	2021 Q2	2022	
		Q1	Q2
Food & non-alcoholic bev.	2.8	10.0	5.8
Alcoholic bev., tobacco	0.7	6.5	2.2
Clothing & footwear	46.7	7.9	4.5
Housing, water, electricity, gas & OF	6.6	5.9	7.0
Furnishings, HH eqpt. & RHHM	16.7	8.4	8.5
Health	15.6	1.1	-2.4
Transport	19.2	16.0	25.7
Communication	13.7	7.0	10.3
Recreation & culture	14.1	16.3	35.0
Education	11.2	11.5	7.2
Restaurants & hotels	21.7	19.8	32.3
Misc. goods & services	3.5	8.6	7.5
<b>HFCE</b>	<b>7.3</b>	<b>10.0</b>	<b>8.6</b>

Source: PSA

Further, Net Primary Income (NPI) from the Rest of the World grew by 64.8%, from a contraction of 55.7% in the same period in 2021, bringing the Gross National Income (GNI) to grow by 9.3% in the second quarter of 2022.

Looking at the ASEAN data, the Philippines recorded the second highest GDP growth rate among major ASEAN member states for the second quarter of 2022, following Vietnam at 7.7%, then third is Indonesia at 5.4%, while Singapore is at 4.8%.

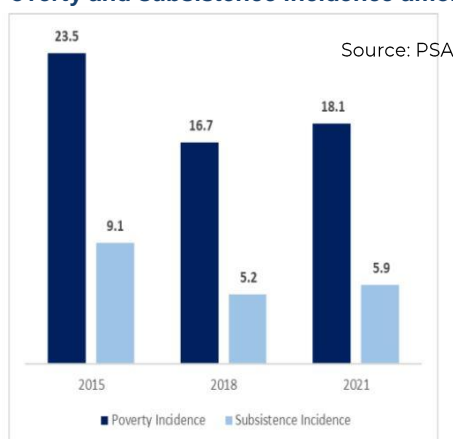
**Figure 5: GDP Growth Rates of Major ASEAN Economies**



## POVERTY SITUATION IN THE PHILIPPINES

Based on the Preliminary Results of the Family Income and Expenditure Survey (FIES) in 2021, poverty incidence among population, defined as the proportion of Filipinos whose per capita income cannot sufficiently meet the individual basic food and non-food needs, was recorded at 18.1 percent. This translates to around 19.99 million Filipinos who lived below the poverty threshold of about PhP 12,030 per month for a family of five. The subsistence incidence, defined as the proportion of Filipinos whose income is not enough to meet even just the basic food needs, slightly increased to 5.9 percent in 2021. It was estimated that a family of five needs at least PhP 8,379 per month to meet their basic food requirements.

**Figure 6: Poverty and subsistence incidence among families**



Among families, around 3.50 million families or 13.2 percent were considered poor in 2021. On the other hand, the subsistence incidence among families was observed at 3.9 percent, which is equivalent to 1.04 million poor families below the food poverty line.

**Table 2: Full Year Food and Poverty Thresholds, Incidences and Magnitude**

Statistics	Estimate			Coefficient of Variation		
	2015	2018	2021	2015	2018	2021
<b>Monthly Poverty Threshold for a Family of Five (PhP)</b>	9,478	10,756	12,030			
<b>Poverty Incidence or Proportion of Poor (%)</b>						
Among Families <sup>1/, 2/</sup>	18.0	12.1	13.2	2.1	1.4	1.4
Among Population <sup>1/, 2/</sup>	23.5	16.7	18.1	2.0	1.3	1.3
<b>Magnitude of Poor (in million)</b>						
Among Families	4.14	3.00	3.50	2.08	1.41	1.47
Among Population	23.68	17.67	19.99	2.09	1.40	1.44
<b>Monthly Food Threshold for a Family of Five (PhP)</b>	6,620	7,553	8,379			
<b>Subsistence Incidence or Proportion of Food Poor (%)</b>						
Among Families <sup>1/, 2/</sup>	6.5	3.4	3.9	3.5	2.5	2.4
Among Population <sup>1/, 2/</sup>	9.1	5.2	5.9	3.4	2.4	2.3
<b>Magnitude of Food Poor (in million)</b>						
Among Families	1.49	0.84	1.04	3.41	2.47	2.47
Among Population	9.22	5.54	6.55	3.40	2.44	2.38

Source: Philippine Statistics Authority

Notes: 1/ Based on t-test at 10% level of significance, the observed change from 2015 to 2018 is significant. Source: PSA

2/ Based on t-test at 10% level of significance, the observed change from 2018 to 2021 is significant.

Relative to self-perception on poverty, the 2<sup>nd</sup> Quarter of 2022 Social Weather Report, which survey was conducted from June 26 to 29, indicates that 48% of Filipino families felt “poor”, while 31% categorized themselves as “borderline poor”. Further, the SWS survey also found that 34% of Filipino families considered themselves as “food-poor,” while 40% felt “borderline food-poor”.

Moreover, the Listahanan 3 nationwide household assessment was able to assessed a total of 15,487,655 households nationwide. Of this figure, 36.2% or 5,599,365 households were identified as poor households after application of the Recalibrated Listahanan Proxy Means Test (PMT) Model.

## EMERGING SOCIAL WELFARE AND DEVELOPMENT CONCERNS

- Based on the data from the Philippine National Police (PNP), a total of 6,383 violence against women cases were reported to the PNP Women and Children Protection Center, while 9,677 cases of violence against children were tallied in the past seven months of 2022.
- The Philippines is the second highest rate of adolescent pregnancy at 5.99% based on Save the Children’s Global Childhood Report (2019). Based on the registered births (PSA, 2019 Civil Registry and Vital Statistics [CRVS]), about 496 babies were born to Filipino teenage mothers every day. Moreover, based on the 2017 National Demographic and Health Survey (NDHS), 9% or 1 out of 10 of Filipino women age 15 to 19 are pregnant with their first child or are already mothers
- In the result of the COVID-19 Rapid Needs Assessment of Older People conducted by the Coalition of Services of the Elderly in May 2020, 23% of older people reduced either the quantity of food consumed or made changes to what they usually eat, 68% of older people have not been able to access services since the start of the COVID-19 outbreak, with 52% of older people reporting that they have difficulty in accessing medicines, 68% of older people have difficulty accessing health services while more than 50% reported that they were also having a hard time securing food and medicines and 79% of older people reported that they felt worried or anxious either all of the time or most of the time.
- In the Philippines, approximately 1.44 million or 1.57% of its population have a certain disability. In a rapid assessment survey conducted by DOLE, 70% of PWDs reported that their employment had been affected by the pandemic, ranging from a shift to work from home to being at risk of losing their jobs. Likewise, access to healthcare services is one of the most important needs of PWDs, more so in this pandemic since their existing comorbidities place them at greater risk of infection and complications from COVID-19. In a country wherein private out-of-pocket payments continue to be the main form of accessing healthcare, financial resources would be easily drained should they get infected.
- According to PAGASA-DOST records, Philippines was hit by 22 tropical typhoons during the COVID-19 pandemic. Children of poor families, who were already terrified of the COVID-19, had to deal with crowded evacuation centers and increased risk of contracting the disease and experiencing violence. The typhoons also caused disruptions of schooling and further mental health issues.
- In the study conducted by DSWD, it was found that the education component had the largest contribution to the overall risk level of identified poor IP households at 78.7%



or 597,198 IP households belonging to the risk level 3. The health component comes next with a contribution of 49.8% while the education and water, sanitation and components both had the least share of 29.8% to the highest overall risk level of poor IP households.

- The COVID-19 pandemic exposed the vulnerability of Filipinos overseas, especially migrant workers. There were sudden loss of jobs and incomes, and in fact, in April 2021, the DOLE reported that 645,071 Filipino migrant workers were affected by the global pandemic, 97% of whom lost their jobs. Of these, 502,581 OFWs have been repatriated to their hometowns after undergoing COVID-19 tests and quarantine protocols.

## ORGANIZATIONAL OUTCOME 1: WELL-BEING OF POOR FAMILIES IMPROVED

This 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 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.

### PROMOTIVE SOCIAL WELFARE PROGRAMS

Among the promotive social welfare programs of DSWD are the: (1) Pantawid Pamilyang Pilipino Program; (2) Kapit-Bisig Laban sa Kahirapan - Comprehensive and Integrated Delivery of Social Services; and (3) Sustainable Livelihood Program. These three programs share the common ultimate goal of promoting empowerment and improvement in the well-being of the poor and vulnerable. The array of interventions provided by these programs are aligned with the poverty graduation approach through simultaneous provision of livelihood, skills training, life coaching, safety net, and access to savings and health information and services.

The Pantawid Pamilyang Pilipino Program (4Ps) is the pioneer conditional cash transfer program implemented in 2008 by the national government with the Department of Social Welfare and Development (DSWD) as the lead implementing agency. On April 17, 2019, 4Ps became a regular program of the national government through the passage of Republic Act 11310 or “An Act Institutionalizing the Pantawid Pamilyang Pilipino Program”, or shortly “4Ps Act”. The law positions 4Ps as both a human capital development program and as the national poverty reduction strategy of the national government through convergence with other pro-poor programs and services.

The Sustainable Livelihood Program (SLP) is a capability-building program for poor, vulnerable, and marginalized households and communities to help improve their socio-economic conditions through accessing and acquiring necessary assets to engage in and maintain thriving livelihoods. Its role as a capability-building program is to enhance the participant’s livelihood assets and ability to productively utilize resources through their livelihood strategies in the form of enterprise management or employment, as well as linkages to networks that could provide access to technical, financial, or market resources.

The Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services, otherwise known as the KALAHI-CIDSS, the National Community-Driven Development Program (NCDDP), is a poverty alleviation program implemented by the Department with the aim to empower communities in targeted poor and disaster-affected municipalities to achieve improved access to services and to participate in more inclusive local planning, budgeting, implementation, and disaster risk reduction and management.

## ASSESSMENT, CHALLENGES, AND OPPORTUNITIES

### PANTAWID PAMILYANG PILIPINO PROGRAM

#### A. Output-level Indicators

**The number of households provided with conditional cash grants moderately deviated from the targets.** For the first semester of 2022, the Pantawid has provided conditional cash grants to 4,190,316 households or 95.2% out of the 4,400,000 target beneficiaries. The primary reason for the minor deviation is the withholding of cash grants to the modified conditional cash transfer (MCCT) beneficiaries starting January 2022.

Indicator	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of Pantawid households provided with conditional cash grants	4,190,316	4,400,000	-4.8%	Minor deviation
Percentage of Pantawid-related grievances resolved within established time protocol <sup>1</sup>	-	-	-	-

As recommended in the previous reporting period, the 4Ps-NPMO considered to revisit the formula for the indicator on the Percentage of Pantawid-related grievances resolved within established time protocol to reflect the actual percentage of grievances resolved within the established time protocol relative to all grievances received, rather than those that have been resolved only. Consequently, the said indicator was removed from the reporting forms for CY 2022.

#### B. Outcome-level Indicators

**Majority of 4Ps households are at the subsistence level, lower proportion of self-sufficient households observed.** Based on the SWDI results as of 31 May 2022, more than 80% or 892,058 households are at the subsistence level. On the other hand, nearly 20% or 219,810 are classified as self-sufficient, which is significantly lower compared to the proportion of self-sufficient households in 2021 which is equivalent to 26.1%. Lastly, 0.1% or 1,425 households are still at the survival level.

**Compliance of 4Ps households on education and health conditionalities exceeded targets amidst the pandemic.** Based on the data, 4Ps households are generally compliant to education and health conditions of the program, despite the challenges brought by the pandemic.

**Only a third of the allocated budget for 4Ps implementation was utilized as of the first half of the year.** Of the total allocated budget for CY 2022, amounting to ₱107,669,942,000.00, 33.6% was obligated amounting to ₱ 36,163,091,460.70 as of June 2022.

<sup>1</sup> The formula for this indicator is currently being revisited. This CY 2022, the said indicator was recommended to be removed.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage of 4Ps households with improved wellbeing				
a. Survival Level	0.1% (1,425)	2.0%	-93.5%	Major deviation
b. Subsistence Level	80.1% (892,058)	70.0%	+14.5%	Minor deviation
c. Self-Sufficiency Level	19.7% (219,810)	28.0%	-29.5%	Minor deviation
Percentage compliance of 4Ps households on school attendance of children	98.2%	95.0%	+3.4%	Minor deviation
Percentage compliance of 4Ps households on availment of health services	98.3%	95.0%	+3.4%	Minor deviation

### C. Influencing Factors

#### a. Facilitating Factors

1. The Social Welfare and Development Indicators (SWDI) aids in the proper identification of status of well-being of 4Ps households. The tools provide reliable data for the assessment and monitoring of the condition of beneficiaries.
2. Various innovations and mechanisms implemented by 4Ps facilitated the compliance of households to health and education conditionalities.

#### b. Hindering Factors

1. Provision of cash grants as well as fund utilization was hindered by withholding of payment to MCCT beneficiaries since Period 1 of 2022.

## SUSTAINABLE LIVELIHOOD PROGRAM

### A. Output-level Indicators

**Accomplishments in the provision of SLP modalities using the current funds has been meager in the past six months.** Only 0.8% or 983 of the target 119,521 households to be provided with SLP program modalities was achieved as of the first semester of 2022. Meanwhile, the provision of Livelihood Assistance Grant still continued but only 10.2% or 2,206 of the 21,657 target households were served in the first half of the year. The meager accomplishments for both output indicators mark major deviation from the target for 2022. This may be attributed to the multi-year project cycle and limited human resources who simultaneously attempts to fulfill targets for the previous year using continuing funds and targets for the present year using current funds.

Indicator	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
<b>Number of Households Provided with Program Modalities</b>				
Total number of households who received seed capital fund and total	983	119,521	-99.2%	Major Deviation

Indicator	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
<b>Number of Households Provided with Program Modalities</b>				
number of households trained (Seed Capital Funds, Skills Training, and CBLA) by SLP Regular/Referrals, EPAHP, EO70, and Livelihood for Marawi IDPs				
Total number of participants provided with livelihood assistance grants	2,206	21,657	-89.8%	Major Deviation

### B. Outcome-level Indicators

**Despite the low output accomplishment, the achievement of the outcome is on track.**

The Microenterprise Development track was evidently more appealing to SLP participants with all of the households served ending up on the said track. Despite the low output accomplishment, all of the served households were able to engage in microenterprises, resulting in the achievement of the target for the related outcome indicator as of the first semester of 2022. The outcome indicator on employment, on the other hand, cannot be assessed given that no SLP participant pursued the Employment Facilitation track.

**Majority of the allocated budget for SLP implementation was already utilized as of the first half of the year.** Of the total allocated budget for CY 2022, amounting to ₱3,467,971,494.27, 33.9% was obligated amounting to ₱1,174,182,438.32 and of this, 72.9% is disbursed amounting to ₱855,977,883.34 as of June 2022.

Indicator	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage of SLP Participants engaged in microenterprise	100.0%	100.0%	-	Target Achieved
Percentage of SLP participants employed	-	100.0%	-	Inconclusive

### C. Influencing Factors

#### a. Facilitating Factors

1. Initiatives on partnership building to implement the eight (8) Program Convergence Budgeting (PCB) Projects under the Zero Hunger Program targeting

#### b. Hindering Factors

1. Heavy workload of the SLP-RPMO Project Development Officers (PDOs) due to the clustering approach, backlogs, late hiring, and unfilled positions
2. Delay on the provision of the Guidance Notes that resulted in delays in the implementation of the Program Convergence Budgeting (PCB)
3. Limited access to additional funding (e.g., Microfinance Institutions) to complement SLP grants



4. Limited accounts registered for the SLP Referral Management System to cater numerous walk-in clients
5. Lack of fund allocation for capital outlay to procure necessary IT equipment to process monitoring data

## KALAHI CIDSS NATIONAL COMMUNITY-DRIVEN DEVELOPMENT PROGRAM

### A. Output-level Indicators

**Minor to no deviations were observed on the indicators related to number of communities implementing KC-NCDDP.** These accomplishments were achieved despite the various challenges and limitations encountered in the program such as delays in approval of the additional funding and commencement of project implementation. The remaining areas will start their implementation in 2023 which would mean that for the succeeding semester, the accomplishment of KC-NCDDP along this indicator may not change and thus full target may not be attainable this year.

**The KC-NCDDP is still far from achieving its targets on project completion and consequently, benefits to the households.** In terms of Number of KC-NCDDP sub-projects completed in accordance with technical plans and schedule and Number of households that benefitted from completed KC-NCDDP sub-projects, major deviations from the annual targets were recorded, which can be related to the reduction of the budget released by DBM and difficulty in hiring competent and qualified staff both at the National and Regional Program Management Offices (NPMO and RPMOs) which affected the utilization and completion of the sub-projects. If these challenges will continue, the KC-NCDDP will have difficulty in meeting the targets for this year.

**Meanwhile, 2,197 families out of 2,689, or 82% of the annual target, were served by the “Balik-Probinsya, Bagong Pag-asa” Program (BP2P) program as of the first semester of 2022, thus the minor deviation.** This program is implemented under the KALAHI CIDSS-Kapangyarihan at Kaunlaran sa Barangay (KKB). If the augmentation support provided by the NPMO to the RPMO will continue, there would be high chance to reach the annual target. The Percentage of paid labor jobs created by KC-NCDDP projects accessed by women also showed minor deviation with a total of 27,935 paid labor jobs accessed by women, thus if there would be new projects that can be accessed, the program would reach its desired target.

2. As recommended in the previous reporting period, the DSWD BP2 Team probably maximized sending-off those families who could not wait the dispatch schedules of the BP2 Council Dispatch Operations and/or with urgent needs for relocation in the provinces, which could have led to serving more clients

**The accomplishments have already surpassed the targets for this year** on the Percentage of women volunteers trained on CDD and Number of community vulnerable areas (CVAs) provided with disaster response services, even if it is still within the first semester.

Indicator	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of communities implementing KC-NCDDP				
A. Region	15	15	-	Target Achieved
B. Province	62	62	-	Target Achieved
C. Municipality	610	667	-8.5%	Minor Deviation
D. Barangay	12,685	13,934	-8.9%	Minor Deviation

Indicator	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of KC-NCDDP sub-projects completed in accordance with technical plans and schedule	232	3,833	-93.9%	Major Deviation
Number of households that benefitted from completed KC-NCDDP sub-projects	47,261	912,250	-94.8%	Major Deviation
Percentage of women volunteers trained on CDD	61.0%	35.0%	+74.3%	Major Deviation
Percentage of paid labor jobs created by KC-NCDDP projects are accessed by women	34.0%	35.0%	-2.9%	Minor Deviation
Number of family beneficiaries served through Balik Probinsya Bagong Pag-asa (BP2) Program <sup>2</sup>	2,197	2,689	-18.3%	Minor Deviation
No. of community vulnerable areas (CVAs) provided with disaster response services <sup>2</sup>	610	229	+166.4%	Major Deviation

## B. Outcome-level Indicators

**There are still no data on the outcome indicator for KC-NCDDP given the absence of succeeding rounds of the Household Outcome Survey.** While for the Percentage of completed KC-NCDDP projects that have satisfactory or better sustainability evaluation rating, only 161 subprojects were eligible for sustainability evaluation under NCDDP AF, which is only conducted six (6) months after completion of sub-projects. **Of these eligible sub-projects, only 17 or 11% have satisfactory or better sustainability evaluation rating.**

**Majority of the allocated budget for KALAHI-CIDSS implementation was already utilized as of the first half of the year.** Of the total allocated budget for CY 2022, amounting to ₱6,811,054,657.00, 72.2% was obligated amounting to ₱4,915,198,450.00 and of this, 75% is disbursed amounting to ₱3,700,054,552.00 as of June 2022.

<sup>2</sup> Newly added indicators in line with emerging services and special projects covered by the KC-NCDDP

## C. Influencing Factors

### a. Facilitating Factors

1. Augmentation support provided by the KC-NPMO to the RPMOs contributed to the high number of target families served
2. Gender equality and active participation of women among KC-NCDDP sub-projects
3. Inclusion and empowerment of poor and vulnerable households are integrated into CDD activities
4. Continuous monitoring, reporting, capacity building, and technical assistance on KC-NCDDP provided to Field Offices through various platforms

### b. Hindering Factors

1. Reduction of the budget allocation for KC-NCDDP
2. Delays in approval of the additional funding and commencement of KC-NCDDP implementation
3. Difficulty in hiring competent and qualified staff for both RPMO and NPMO of KC-NCDDP

## RECOMMENDATIONS

### PANTAWID PAMILYANG PILIPINO PROGRAM

#### A. Recurring Recommendations

##### *On planned deliverables*

1. Maximize the use of SWDI Assessment Results by conducting more in-depth analysis to determine the possible causes of slow movement of households to self-sufficiency level and providing evidence-based recommendations to improve the level of well-being of 4Ps families

#### B. New Recommendations

##### *On processes*

1. Ensure that policy and program changes are based on sound evidence; work closely with the Policy and Plans Group
2. Strengthen support from the new leadership and accountability mechanisms
3. Reinforce institutional partnerships to sustain the gains of 4Ps

##### *On planned deliverables*

1. Annual SWDI assessment in accordance with the Kilos-Unlad process should be conducted and supported by the Management
2. Advocate the use of Listahanan to partners and organizations for efficient delivery of social protection services to the poor
3. Leverage the Beneficiary FIRST (Fast, Innovative, and Responsive Service Transformation) Project to effectively shift to digital Social Protection

## SUSTAINABLE LIVELIHOOD PROGRAM

### A. Recurring Recommendations

#### ***On processes***

1. Revisit the process of walk-in referrals and clients to efficiently manage the increased number of walk-in referrals and clients
2. Provide technical assistance on the program's information systems (i.e., Offline Baseline System and Livelihood Assistance Grant-Information System)

#### ***On planned deliverables***

1. Revisit the second semester implementation in light of the priorities of the new administration and prepare a catch-up plan to ensure 100% accomplishment of physical targets, and full obligation and disbursement of funds by the end of the year
2. Partnership Building Unit to immediately disseminate the Guidance Note on the PCB to Field Offices, once approved by the new Undersecretary for Operations
3. Provide directives to Field Offices on the utilization of the Office of the President (OP) Fund earmarked for referrals once new instructions and guidance from the new administration were finalized and approved
4. Encourage the partnership focal at the Field Offices to look and identify partners who are willing to collaborate with the Department for the possible provision of additional funds to the SLP beneficiaries
5. Identify venue for the Local Chief Executives orientation at the Field offices for information sharing and dissemination of the program implementation process

#### ***On human resource***

1. Possible workforce augmentation for the encoding of Offline Final Assessment System Report through the hiring of Job Orders as encoders
2. Field Offices may hire Job Orders to facilitate the implementation of the program provided that they have enough savings for salary for the additional staff and justification for the hiring
3. In cases of the influx of walk-in clients the Field Offices may tap Implementing Project Development Officers (IPDOs) from the municipalities and/or request workforce augmentation from other offices to assist them in receiving and assessing walk-in clients requesting livelihood assistance.
4. Coordinate with the Human Resource Management Service (HRMDS) and seek advice on how to fast track the hiring process of the PDOs at the Field Offices

### B. New Recommendations

#### ***On processes***

1. Fast track the cascading of the updated information systems with 2017 onwards Final Assessment Report System
2. Provide prompt guidance to the Field Offices on the implementation of funds from various sources for better planning and strategizing on beating timeline
3. Enhancement of Program Guidelines to include the new normal landscape and to streamline the overall program cycle, using sound evidence as basis

***On planned deliverables***

1. Provision of Capital Outlays for the purchase of high-end laptops which are necessary for the updating and reporting on the program's information systems
2. Cascade necessary information and updates on devolution to guide the Field Offices

***On human resource***

1. Approval of requests for additional human resources to complement the grant provision and to fulfill the project monitoring of the served beneficiaries
2. Issuance of the authority to hire in the preceding year to immediately commence the hiring process at the onset of the reference year

**KALAHI CIDSS NATIONAL COMMUNITY-DRIVEN DEVELOPMENT PROGRAM**

**A. Recurring Recommendations**

***On processes***

1. Coordinate various development partners and stakeholders to strengthen convergence and establish positive pressure toward institutionalizing CDD initiatives
2. Strengthen vertical and horizontal coordination among partner agencies to ensure effective and efficient BP2 Program implementation

**B. New Recommendations**

***On processes***

1. Monitor the status of families after relocating in their respective municipalities from the National Capital Region or other urban areas

***On human resources***

1. Capacitate RPMOs through various capacity building activities to effectively and efficiently deliver the services to the partner beneficiaries
2. Continuous pooling of applicants and publication of vacancies in different job advertising sites
3. Tap and deploy the BP2 Social Welfare Officers at the NPMO to the Field Offices whenever needed to provide staff augmentation in the assessment of the applicants and provision of technical assistance in the case management of the family-beneficiaries



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

This outcome refers to the results of the DSWD's protective programs and services provided to vulnerable and disadvantaged sectors in residential and non-residential facilities and community-based settings. This is to guarantee that the vulnerable individuals and groups are able to benefit from the programs and services provided by the DSWD. This outcome is also directed towards the fulfillment 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.

### Protective Social Welfare Program

The **Residential and Non-Residential Care Sub-Program** aims to provide protection and rehabilitation to the abandoned, neglected or abused children, women, youth, persons with disabilities, senior citizens, as well as individuals and families in crisis. As mandated, the Department continues to provide residential care services to the disadvantaged and vulnerable individuals through its residential care facilities (RCF) and training and vocational rehabilitation centers. A total of 71 facilities from 16 Regions are being managed by the Department. Out of these, 64 are residential care facilities and seven (7) are non-residential centers.

The **Supplementary Feeding Sub-Program** aims to improve and maintain the nutritional status of the targeted children beneficiaries through the implementation of Supplementary Feeding Program (SFP) and the Bangsamoro Umpungan sa Nutrisyon (BangUN) Project. The SFP is the provision of food in addition to the regular meals to currently enrolled children in the Child Development Centers (CDCs) and Supervised Neighborhood Play (SNPs) ages 2–5 years old as part of the DSWD's contribution to the Early Childhood Care and Development (ECCD) program of the government. The food supplementation is in the form of hot meals which are served during break time in the morning session or during break/snack time in the afternoon session. These are being provided to the children beneficiaries five (5) days a week for 120 days. The project, BangUn, aims to contribute in saving the lives of 0-12 years old children from getting sick or dying as a result of extreme poverty and ongoing armed conflict in ARMM. BangUn Project implements a holistic approach in addressing malnutrition among children in ARMM through Nutrition Direct Services, Nutrition Education and Advocacy and Building Resilient Communities.

The **Social Pension for Indigent Senior Citizens (SPIC) Sub-Program** covers the provision of cash grants to indigent senior citizens to augment daily subsistence and medical needs, and to grant additional benefits to Filipino centenarians. Social Pension for Indigent Senior Citizens (SPISC) is an additional government assistance in the amount of Five Hundred Pesos 500.00 monthly stipend to augment the daily subsistence and other medical needs of indigent senior citizens. The grant covers individuals aged 60 years and above who are i.) frail, sickly, or with disability; ii.) without pension from GSIS, SSS, AFPMBAI and other insurance company; and iii.) no permanent source of income or regular support from his/her relatives.

Further, through Republic Act 10868 or “An Act Honoring and Granting Additional Benefits and Privileges to Filipino Centenarians, and for Other Purposes” also known as the “**Centenarian Act of 2016**”, all Filipinos who have reached one hundred years old and above, whether

residing in the Philippines or abroad will be given with Centenarian gift amounting to ₱100,000.00 and Letter of Felicitation by the National Government.

Included under the sub-program are the implementation of Protective Services for Individuals and Families in Especially Difficult Circumstances, Comprehensive Program for Street Children, Street Families and Indigenous People, Especially Bajaus, Alternative Family Care Program, and the Unconditional Cash Transfer Program.

The provision of counselling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department under the **Assistance to Individuals in Crisis Situation (AICS)**. These protective services aim to help individuals and families cope with the difficult situation that they are presently experiencing, such as illness, death, loss of job or source of income, among others. In response to these crises, the provision of AICS was extended and included the provision of **Assistance to Communities in Need (ACN)** to help communities in preparing for, mitigating, and recovering from natural and man-made disasters. ACN has core projects namely Construction/Repair/Improvement of the child development center and Senior Citizen's Center. The AICS is implemented nationwide through the Crisis Intervention Unit at DSWD Central and Field Offices, and DSWD Satellite Offices in the provinces.

The **Alternative Family Care Program** of the Department, through the enactment of R.A. 8552 or the Domestic Adoption Act, R.A. 9523 or Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA), R.A. 10165 or the Foster Care Act, and R.A. 11222 or the Simulated Birth Rectification Act, provides children with opportunities to be part of a new family by either placing them for adoption or foster care.

The DSWD is mandated to provide special protection to children from all forms of abuse, exploitation, trafficking, and/or sale or any other practice prejudicial to their development. In compliance with this mandate, **issuance of travel clearance certificate** by DSWD to a minor traveling abroad unaccompanied by any of the parent or those persons having parental authority and legal custody over the child.

The Department together with a number of Social Welfare and Development Agencies (SWDAs) and individuals continue to reach out and help Street Children, Street Families and Badjaus through the **Comprehensive Program for Street Children, Street Families and Sama Badjaus** using different approaches and strategies from numerous community based programs and services. They aim to provide them with their basic needs and emotional support, rescuing them from the streets and placing them under protective custody to provide them opportunities for a better life.

**Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program** aims to uphold and protect the rights of victim survivors of trafficking and distressed overseas Filipinos and provide social welfare services to restore their social functioning and facilitate recovery and integration to their families and communities. The sub-program covers the implementation of services to **Distressed Overseas Filipinos, Recovery and Integration Program for Trafficked Persons**, and **Services to Displaced Persons** who are primarily the Deportees from Malaysia.

The **Targeted Cash Transfer (TCT) Program** pertains to the cash grant program for the poorest 50 percent of Filipino households – to be implemented by DSWD – for six (6) months to alleviate the impact of rising fuel prices. It is patterned after the 2018-2020 Unconditional

Cash Transfer (UCT) Program under Republic Act (RA) No. 10963 or the Tax Reform for Acceleration and Inclusion (TRAIN) Law. The TCT Program shall provide cash grants amounting to ₱500.00 per month – for six (6) months – from April to September 2022, or a total of ₱3,000.00, to the bottom 50 percent of Filipino households or approximately 12.4 million beneficiaries subject to availability of funds.

## ASSESSMENT, CHALLENGES, AND OPPORTUNITIES

### RESIDENTIAL AND NON-RESIDENTIAL CARE SUB-PROGRAM

#### A. Output-level Indicators

**As of June 30, 2022, a total of 6,089 clients were served in all 73 Centers and Residential Care Facilities (CRCFs) nationwide, or 55.35% of the annual target of 11,000 for CY 2022.** The accomplishment rate for the first semester is beyond the semestral target of 50% accomplishment as expected for June 2022. There is an increase in the number of admission in CRCFs nationwide for this semester. As noted, 155 additional clients were admitted from the reported admission in May 2022.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of clients served	6,089	11,000	-44.65%	Major Deviation

#### B. Outcome-level Indicators

**Out of the 6,089 clients served, there were a total of 1,897 clients rehabilitated. The rehabilitation rate for the first semester is 31.15%.** This showed that the target rehabilitation rate for CY 2022 has been met with minor positive deviation of 3.83%. Though there are still restrictions and other health protocols in respective CRCFs, they continue to provide quality care and service for the residents. They ensure that the goals of rehabilitation towards healing and recovery, provision of skills training as well as placement of children to alternative child care are met in accordance with the target timeline.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of rehabilitated clients	1,897	1,827	3.83%	Minor Deviation

#### Regional Breakdown in CY 2022 Accomplishment on the Number of Clients Served in Residential Centers

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
<b>TOTAL</b>	<b>6,089</b>	<b>11,000</b>	<b>-44.64%</b>	<b>Major deviation</b>
1 NCR	2,265	3,767	-39.87%	Major deviation
2 CAR	86	241	-64.31%	Major deviation

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
3 I	375	489	-23.31%	Minor deviation
4 II	106	280	-62.14	Major deviation
5 III	571	896	-36.27%	Major deviation
6 IV-A	502	1,091	-53.99%	Major deviation
7 IV-B	43	51	-15.67%	Minor deviation
8 V	86	259	-66.79%	Major deviation
9 VI	95	233	-59.22%	Major deviation
10 VII	408	518	-21.23%	Minor deviation
11 VIII	167	449	-62.81%	Major deviation
12 IX	625	1,074	-41.81%	Major deviation
13 X	215	493	-56.39%	Major deviation
14 XI	309	658	-53.04%	Major deviation
15 XII	152	251	-39.44%	Major deviation
16 CARAGA	84	250	-66.40%	Major deviation

**Out of the allotment amounting to Php2,109,138,000.00 only Php967,886,063.32 was obligated or 45.89% rate which is lower than 50% obligation and Php602,782,536.63 disbursed or 62.28%.**

### C. Influencing Factors

#### a. Hindering Factors

1. Walk-in clients have no initial assessment due to the absence of Psychologist I since 2020 in FO NCR and IX
2. Majority of the personnel in the CRCFs are on a Contract of Services (COS) and Job Order status hence fast turn-over of personnel. This affects the standard client-social worker ratio and client- houseparent ratio in the facilities.

## SUPPLEMENTARY FEEDING PROGRAM

### A. Output Level Indicators

The 11th cycle of the SFP implementation covering the School Year 2021-2022 has served 1,957,315 children from the CDCs and children under the SNPs with a 101.03% accomplishment out of the 1,937,378 target beneficiaries. On the other hand, the milk feeding already served 81,333 or 76.87% of the total target of 105,801 children beneficiaries.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of children in CDCs and SNPs provided with supplementary feeding (11th Cycle Implementation)	1,957,315	1,937,378	1.03%	Full Target Achieved
Number of children in CDCs and SNPs provided with Milk Feeding (11th Cycle Implementation)	39,547 (37.38%)	105,801 (100.00%)	66,254 (62.62%)	Major Deviation

### B. Outcome Level Indicators

The SFP was able to achieve the first semester target improvement in the nutritional status of the beneficiaries corresponding to 53.78% improvement of the nutritional status among children from CDCs and children under the SNPs.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage of Malnourished Children in CDCs and SNPs with Improved Nutritional Status	53.78%	80.00%	26.22%	Minor Deviation

### C. Influencing Factors

#### b. Facilitating Factors

1. Inclusion of the baseline stunting and wasting in the National Nutrition Survey report. Detection of Severely Acute Malnourished (SAM) and Moderately Acute Malnourished (MAM) Beneficiaries based on the conducted case studies and visits, referral to Regional Health Units of LGUs
2. National and International agreed goals to end malnutrition (i.e. Philippine Plan of Action for Nutrition (2023-2028), SDG and membership to various committees.



3. Compliance of the DepEd in the implementation of the provisions in RA 11037 or the Masustansyang Pagkain para sa Batang Pilipino Act.

**c. Hindering Factors**

1. Challenges in the procurement process (i.e. failed bidding and limited interested bidder due to low per capita allocations) for the feeding program which caused delays in the implementation.
2. Low compliance of the FOs on the utilization of the prescribed reporting templates, incomplete data on the stunting and wasting.
3. Lack of an online system for validation purposes that can be easily accessed and used through mobile apps
4. Contradicting provisions in the FY 2022 GAA on the coverage of the 12th Cycle Feeding program and the areas of coverage in the Draft Devolution Transition Plan.

## BANGSAMORO UMPUNGAN SA NUTRISYON (BANGUN) PROJECT

### A. Output-level Indicators

**For the first semester, the project primarily focused on the completion of the feeding program for the children and pregnant and lactating women as committed in the previous year, then started the social preparation and other preparations for the CY 2022 targets, thus the major deviation observed on the output indicators of BangUn project.**

**Likewise, the feeding program for the 0-12 years old children and pregnant and lactating women (PLW) beneficiaries began in the fourth week of June 2022 in FO XII, particularly Maguindanao only.** There were delays in the start of the feeding program primarily due to issues in the procurement process like failed bidding, PRs have to be revised and a few suppliers were hesitant to proceed because of the increase in the prices of goods as a result of the skyrocketing prices of gasoline products, as well as delays in delivery of goods / products. Delays due to bad weather, election, Ramadan, and remoteness of areas were also evident.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of children in CDCs and SNPs provided with supplementary feeding (BANGUN)	5,780	15,000	(61.47%)	Major Deviation
Number of Pregnant and Lactating Women provided with Milk Feeding (BANGUN)	1,820	7,000	(74.00%)	Major Deviation
Number of beneficiaries served through TCT	5,866,229	12,400,000	(52.69%)	Major Deviation

### B.

## C. Influencing Factors

### a. Facilitating Factors

1. Continue conduct of social preparation prior the conduct of feeding program.
2. All the target 15 municipalities of BangUn project have signed the Memorandum of Understanding with Field Offices IX, X and XII for CY 2022 implementation.
3. Provision of Micronutrient powder and goods by the LGUs relative to BangUn implementation.

### b. Hindering Factors

1. Challenges in the procurement process (i.e. failed bidding and limited interested bidder due to low per capita allocations) for the feeding program which caused delays in the implementation.

## SOCIAL PENSION FOR INDIGENT SENIOR CITIZENS

### A. Output-Level Indicators

**In CY 2022 the Social Pension Program budget allocation has increased exponentially to over Php24.5B.** For CY 2022, the program target is 4,085,066. There is an increased budget amounting to Php1,500,000,000.00 that covers additional 250,000 beneficiaries. Each Field Office has an additional increase of 14,700 beneficiaries and 14,800 in BARMM.

**As of June 30, 2022, a total of 3,339,298 or 82% social pension beneficiaries were served.** Of the Php24,510,396,000 allocated funds for social pension grants for this year, only Php8,745,699,000 or 36% were disbursed. The social pension program has negative 18.26% minor deviation for the first semester 2022.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of senior citizens who received social pension	3,339,298 (82%)	4,085,066 (100.00%)	(18.26%)	Minor deviation

**Of the total served 3,339,298 social pension beneficiaries, majority (82%) of the clients spent their stipend to buy food with 4,430,657 or 133% followed by Medicines/medical services with 2,794,359 or 84%, and last is to pay their Utilities with 1,205,672 or 36%.** These are the daily basic needs of the served indigent beneficiaries. These are the daily basic needs of the served indigent beneficiaries which can signify that the social pension stipend is utilized according to its purpose.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage of beneficiaries using social pension to augment daily living subsistence and medical needs	82% of the paid beneficiaries	85%	3%	Full target achieved (Minor deviation)

## B. Influencing Factors

### a. Facilitating Factors

1. Automated social pension cash transfer through ATM
2. Approved Standard Operating Procedure and Citizens Charter of Social Pension that describes the program objectives, logical framework, as well as the business process for the program.
3. Validation and updating of database of centenarians, both at the regional and CO level.
4. Continuous coordination with ICTMS with regard to the prerequisite for the data matching activity.
5. Preparatory work for the transfer of program to NCSC is being conducted (i.e. conducted DSWD-NCSC transition workshop and approved MOA with DSWD and NCSC).

### b. Hindering Factors

1. Completion of ACN Projects were halted by the directives of the President that there will be “no LGU fund transfer.
2. Lack of Special Disbursing Officers (SDO) and personnel to augment the social pension team for the conduct of payout
3. Delayed submission of replacement form and other pertinent documents from the LSWDOs as basis for replacement of beneficiaries
4. Some senior citizens are no longer present in their former address since the cases of lockdowns and COVID-19 pandemic occurred in 2020-2021 in most areas hence, there will be unclaimed cash cards
5. The NCSC is not yet fully ready to implement/ absorb the programs from DSWD considering the various requirements that are still in process to facilitate the transfer of programs

## IMPLEMENTATION OF CENTENARIAN ACT OF 2016

### A. Output-Level Indicators

**Out of the total of 1,704 target beneficiaries, the DSWD served 1,111 or 65.2% Centenarian cash gifts for CY 2022 for the current funds.** The physical target for Centenarian Act for CY 2022 is based on the Listahanan database as of December, 2017 on the number of poor and non-poor senior citizens per age bracket and on the submission of the Field Offices in coordination with the Local Government Units (LGUs) on the list of potential centenarians for the said year.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of centenarians provided with cash gift (CY 2021)	1,111	1,704	(34.5%)	Minor Deviation

## PROTECTIVE PROGRAMS FOR INDIVIDUALS, FAMILIES AND COMMUNITIES IN NEED OR IN CRISIS SUB-PROGRAM

### A. Output-Level Indicators

**For this semester, a total of 1,871,806 clients were served through the AICS program amounting to Php7,280,087,205.97 which brought major deviation from their target.** Among the types of cash assistance excluding Psychosocial Assistance, Food Assistance was mostly served with 929,149 (32.71%) served clients which were availed by “walk-in” and “referred” clients. These clients were considered challenged in meeting their daily needs considering the previous effect of pandemic and the increase in cost of the basic services and commodities, a situation which greatly affected everybody’s sources of income and spending. This is followed by Other Cash Assistance which was provided to clients in difficult situations, such as victims of natural disasters and/or other circumstances, comprising of 479,708 (16.89%). Medical Assistance comes next with 304,939 (10.74%) served clients who were in need of huge amount for hospital bill due to lingering sickness. It must be noted that in terms of outcome indicator, of the 1,871,806 clients served for the first semester of CY 2022, 97% of the clients rated the services at a satisfactory level.

**For Assistance to Communities in Need (ACN), the target was fully achieved using the cumulative and endline target by this year which is 580 projects.** Since 2015, the ACN has completed 336 Day Care Center (DCC) constructions, 115 DCC repairs, 122 Senior Citizen Center construction (SCC), and 7 SCC repairs, with a total of 581 projects. This marks another 80 projects completed this semester from the 501 completed projects reported last year.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program				
Number of beneficiaries served through AICS	1,871,806	1,234,785	51.59%	Major Deviation
Number of projects completed through ACN	580	580 (endline)	0.00%	Target Achieved
a. Day Care Center	451	-	-	Inconclusive
a. Senior Citizen Centers	129	-	-	Inconclusive

### B. Outcome-Level Indicators

**Minor deviation was observed for the outcome indicator on AICS with 95% of the clients rated the service as satisfactory or better, gathered through their feedback mechanism.**

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program				
Percentage of clients who rated protective services provided as satisfactory or better	95%	98.20%	3.37%	Minor Deviation

### C. Influencing Factors

#### a. Facilitating Factors

1. Real-time monitoring and tracking of physical and financial performance for AICS
2. Remote monitoring of program implementation in monthly, weekly and daily basis
3. Technical assistance from KALAHI-CIDSS and Procurement Office in implementing the ACN projects in terms of checking Program of Works (POW), assessing the site, and procurement process

#### b. Hindering Factors

1. Completion of ACN Projects were halted by the directives of the President that there will be “no LGU fund transfer.
2. Inadequate regular funds for AICS to cater the increasing number of walk-in clients.
3. Limited gadget/resources for scheduling clients, and lack of internet connectivity, lights, sockets, extension wires, electric fans, photocopier machine, and printers
4. Multiple sources of data for AICS (e.g. Offline Databases in excel and plain text formats and Online through Crisis Intervention Monitoring System)
5. Election ban/cancellation of payout schedules.
6. Overlapping of scheduled offsite pay payouts referred by OP and other partners for AICS.

## ALTERNATIVE FAMILY CARE PROGRAM AND MINORS TRAVELLING ABROAD

### A. Output-Level Indicators

**For Alternative Family Care Program, 153 or 29% of the total target of 524 children issued with Certification Declaring a Child Legally for Adoption (CDCLAA) as of June 30, 2022.** Out of this total, 63 CDCLAA issuances were approved by June 2022. For the number of children endorsed for Inter-Country Adoption, the data remains 11 or 5% of the target by the end of first semester. Further, in Foster Care, there are 81 newly placed children for foster care reached this semester. The major deviation along these indicators were due to challenges along the implementation of the program, as most FOs have no available children to match with licensed foster families. Furthermore, in some regions, there is a low number of available foster parents given the pandemic scenario. Some would find it difficult to comply with the requirements due to mobility restrictions.

**Among the indicators along *Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program*, only the indicator on Minors traveling abroad issued with travel clearance, was fully achieved.** Of the 10,362 received requests, 8,923 applications were approved and issued with travel clearance certificates while 1,426 are exempted and 13 were disapproved applications. The significant number of received requests was due to the summer season of the country as well as the increased percentage of vaccinated individuals and minors in the country.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of children served through Alternative Family Care Program				



Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
<i>a. Children Placed Out for Domestic Adoption</i>	153	524	(70.80%)	Major Deviation
<i>b. Children Placed Out for Foster Care</i>	81	298	(72.82%)	Major Deviation
<i>c. Children Endorsed for Inter-country Adoption</i>	11	238	(95.38%)	Major Deviation
Number of minors traveling abroad issued with travel clearance	10,362	10,362	0.00%	Target Achieved

## B. Influencing Factors

### a. Hindering Factors

1. Have no available children to match with licensed foster families. Furthermore, in some regions, there is a low number of available foster parents given the pandemic scenario. Some would find it difficult to comply with the requirements due to mobility restrictions.
2. Some Foster Placement Authority (FPA) were terminated from the previous reporting due to reunification, transfer of residence, and placements for adoption, while some children/foster parent/s have expired FPA/FFCL and are currently in the process of renewal.

## SOCIAL WELFARE FOR DISTRESSED OVERSEAS FILIPINOS AND TRAFFICKED PERSONS SUB-PROGRAM

### DISTRESSED OVERSEAS FILIPINOS RECOVERY, REINTEGRATION PROGRAM OF TRAFFICKED PERSONS (RRPTP)

#### A. Output-Level Indicators

**In terms of Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program, as of June 2022, 7,565 distressed and/or undocumented overseas Filipinos were provided assistance under the International Social Welfare Services for Filipino Nationals (ISWSFN).** The assistance usually included provision of basic needs/AICS, Psychosocial Services, as well as Socio cultural activities and Training/Capability Buildings. While for repatriated returning OFWs, a total of 1,115 repatriated overseas Filipinos were served at the DSWD Processing Center for Displaced Persons (PCDP), particularly in Region IX. In addition, Recovery and Reintegration Program for Trafficked Persons (RRPTP) is also provided to victim-survivors of trafficking utilizing a multi-sectoral approach, wherein for this year, a total of 833 victim-survivors of human trafficking were assisted nationwide. With this number, 590 or 70.83% are new clients while 243 or 29.17% were old/continuing cases out of the total clients served as of June 30, 2022. Field Office NCR served the highest number of Trafficking in Persons (TIP) cases with 316 or 37.94%, followed by Field Office IX with 112 or 13.45% and then Field Office VII with 75 TIP cases or 9% of the total number of cases. All indicators along this sub-program had major deviations from their annual targets.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
<b>Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program</b>				
Number of trafficked persons provided with social welfare services	833	2,000	(58.35%)	Major Deviation
Number of distressed overseas Filipinos and families provided with social welfare services	7,565	29,253	(74.14%)	Major Deviation
Number of Filipino deportees provided with social welfare services	1,115	6,000	(81.42%)	Major Deviation

## B. Influencing Factors

### a. Facilitating Factors

1. The Field Offices Focal Person were directly involved in case management of Trafficking in Person victim-survivors

## COMPREHENSIVE PROGRAM FOR STREET CHILDREN, STREET FAMILIES AND BADJAUS

## A. Output-Level Indicators

Looking at the accomplishments of the Comprehensive Program for Street Children, Street Families and Badjaus, it can be noted that major deviations were recorded on the indicators. The late approval of the Devolution Transition Plan of the Department affected the reach of the program for this semester. Based on the submitted DTP, for CY 2022, the program should be fully devolved and the major commitment of the DSWD is to provide technical assistance to LGUs, thus the planned commitment for this year was conduct of technical assistance. However, this was inconsistent with the released provisions of the General Appropriations Act, wherein the whole budget for the Comprehensive Program was still with the Department. This then resulted in delays in the downloading of funds to Field Offices, which started in April 2022 and the need to reorient the Field Offices in their thrusts and priorities for CY 2022. But it must be noted that there is still one semester to work on the remaining annual target. The STB also had initiatives this semester along the formulation of the Program Manual and Training Manual for the said program.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
<b>Number of clients served through the Comprehensive Program for Street Children, Street Families and Badjaus</b>				
<i>a. Children</i>				
<i>a.1 Street children</i>	16	1,899	(99.16%)	Major Deviation
<i>a.2 Badjau children</i>	0	916	(100%)	Major Deviation
<i>b. Families</i>				
<i>b.1 Street families</i>	921	615	49.76%	Major Deviation
<i>b.2 Badjau families</i>	20	595	(96.64%)	Major Deviation

## TARGETED CASH TRANSFER

### A. Output-Level Indicators

The target household beneficiaries of TCT program include the following: some 4.0 million identified beneficiaries under the 4Ps; some 6.0 million identified non-4Ps households who were previously beneficiaries under the 2018-2020 UCT Program under RA No. 10963 or the TRAIN Law, including beneficiaries of the Social Pension for Indigent Senior Citizens; and, some 2.4 million non-4Ps households in the database of the DSWD Listahanan or National Household Targeting System for Poverty Reduction (NHTS-PR). **As of June 2022, there were 5,866,229 households provided with cash grants for April and May 2022 under the TCT Program, in the total amount of ₱5,866,229,000.00.** This included 3,831,739 Pantawid beneficiaries and 2,034,490 non-Pantawid beneficiaries. Most of the non-Pantawid TCT served beneficiaries are from Region VI with 686,422 beneficiaries, followed by Region VII with 686,422 beneficiaries, while least are from CAR with only 52,886 beneficiaries.

## RECOMMENDATIONS

### RESIDENTIAL AND NON-RESIDENTIAL CARE SUB-PROGRAM

#### A. Recurring Recommendations

##### *On processes*

1. Development of the Integrated Electronic Case Management
2. Amend the Rehabilitation Indicator Guidelines to harmonize the case classification

#### B. New Recommendations

##### *On processes*

1. To strengthen the monitoring and provision of technical assistance to the Field Offices/CRCFs relative to the operation and management of facilities
2. Review the existing monitoring forms of residential and non-residential care programs.

##### *On human resource*

1. To coordinate with Human Resource Management and Development Service (HRMDS) on the submission of the updated request for contractualization or conversion of the remaining COS/Job Order including the hiring of Psychologist I.
2. To seek the help of HRMDS on the approval of contractualization or regularization of staff in CRCF to avoid the resignation of personnel in the facilities.

### SOCIAL WELFARE FOR SENIOR CITIZENS SUB-PROGRAM

#### A. Recurring Recommendations

##### *On processes*

1. Improve delivery of social pension stipend through the LANDBANK-UCT's cash cards and other modes of payment that are accessible and applicable to the senior citizens
2. Increase the value of cash assistance/pensions
3. Constant coordination with National Commission of Senior Citizens relative to transitioning of social pension

4. Continuous updating of the database of centenarians and on-time submission of necessary documents to facilitate distribution of centenarian's gift

## **B. New Recommendations**

### ***On processes***

1. Consolidate all research and evaluation studies on social pension to support the legislation to increase the amount of social pension from Ph500 to PhP1,000/ monthly.
2. Conduct study on the access of social protection of Senior Citizens as part of the transition documents to be provided to NCSC.

## **PROTECTIVE PROGRAMS FOR INDIVIDUALS, FAMILIES & COMMUNITIES IN NEED OR IN CRISIS**

## **A. Recurring Recommendations**

### ***On processes***

1. Continue the initiative on the proposed digitalization of AICS to centralize the data across all Field Offices
2. Have a compendium on successful adoption and foster care stories as part of good practices on adoption and foster care implementation

## **B. New Recommendations**

### ***On processes***

1. As needed, come up with annual targeting system for the completion of projects under the Assistance to Communities in Need.
2. Support the conduct of Process Evaluation of AICS and ensure utilization of research findings
3. Explore Poisson queueing model in AICS to determine the number of AICS Client arrivals per unit of time and the number of completions of service per unit of time. This will help the DSWD to strategize set-up of waiting lines.

## **SUPPLEMENTARY FEEDING PROGRAM AND BANGUN**

## **A. New Recommendations**

### ***On processes***

1. Conduct of Knowledge Sharing Session on Creative and Collaborative Technical Assistance to Local Government Units with SFP Focal Persons.
2. Facilitate the review and amendment of MC 13, series of 2018 (Reducing Vulnerabilities of Malnourished Children and Providing Health Support to Pregnant and Lactating Women in Select Areas in Autonomous Region of Muslim Mindanao) to address existing implementation challenges and for continuous improvement along project implementation particularly as to project locations, target clients, fund management, procurement, reporting system, and other provisions.
3. Pursue and lobby for the BangUn Program Bill
4. Review the National Nutrition Survey for possible tagging of SFP and BangUN programs
5. Conduct research and evaluations on the impact of the SFP and BangUN

## ALTERNATIVE FAMILY CARE PROGRAM AND MINORS TRAVELLING ABROAD

### A. New Recommendations

#### *On processes*

1. With the implementation of the RA 11642, there will be a redevelopment on the Alternative Family Care system to align with the new law. Ensure sustainability of the Online System for Domestic Adoption and Foster Care Applications by including its utilization in the FO OPC in the succeeding years.

## SOCIAL WELFARE FOR DISTRESSED OVERSEAS FILIPINOS AND TRAFFICKED PERSONS SUB-PROGRAM

### A. New Recommendations

#### *On processes*

1. DSWD to have continuous collaboration with the consultant from the ASEAN–Australia Counter Trafficking (ASEAN-ACT) relative to the development of the RRPTP e-learning module which shall contain the updated RRPTP manual including modules, session guides, M&E instruments, facilitation guide, and other materials for RRPTP implementers to further strengthen response to trafficking in persons and advancing the rights of victims.
2. DSWD to have continuous collaboration with partner agencies to improve the program implementation towards the recovery and reintegration of trafficked persons
3. Conduct Trauma Informed Care training for the RRPTP to all Field Offices



## ORGANIZATIONAL OUTCOME 3: IMMEDIATE RELIEF AND EARLY RECOVERY OF DISASTER VICTIMS/SURVIVORS ENSURED

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

### **Disaster Response and Management Program**

This program intends to provide emergency services during or immediately after the occurrence of a disaster in order to save lives, reduce hunger and ensure safety of the people. It involves the provision of basic subsistence needs of the affected individuals and families, as well as the repair or reconstruction of houses damaged by disaster in order to help them restore their normal level of functioning.

As per RA 10121 or the Philippine Disaster Risk Reduction and Management Act of 2010, the Department leads the Response Pillar of National Disaster Risk Reduction and Management Council (NDRRMC). In line with this, the DSWD now implements several programs & services such as – (1) Provision of Food and Non-Food Assistance; (2) Provision of Temporary Shelters; Camp Coordination and Management Services; (3) Emergency Shelter Assistance; (4) Cash-for-Work/Food-for-Work; and, (5) Cash-for-Work for Climate Change Adaptation and Mitigation.

The COVID-19 pandemic magnified further the importance of an efficient and effective disaster/emergency response from the government. In this light, the Department created the **SULONG RECOVERY PLAN 2021-2022** (Administrative Order No. 2, s. 2020), with a strategic priority dedicated to disaster response – “Strategic Priority 1: Mitigate the socioeconomic impact of COVID-19 pandemic, natural disasters, and human-induced emergencies to DSWD clientele and alleviate their conditions during these situations”.

### **Resources and Logistics Management**

During and after the occurrence of any disaster, the DSWD’s role carries on through the implementation of relief and recovery programs to address the needs of disaster victims. It follows that the DSWD provides assistance to constituencies in several parts of the country where certain disasters (like typhoons) recur.

As activities underlying its relief operations, the DSWD produces and delivers family food packs (FFPs) and other food/non-food items to areas affected by natural and manmade disasters. Correspondingly, the DSWD operates a facility (the National Resource Operations Center) where procured and donated relief goods are processed and stored prior to delivery and distribution to beneficiaries.

## ASSESSMENT, CHALLENGES, AND OPPORTUNITIES

### C. Output-level Indicators

**Augmentation services reached target communities but not all target individuals.** All 24 requests from Field Offices for replenishment of standby funds were acted upon. Meanwhile, all 428 Local Government Units (LGUs) which requested for augmentation on disaster response services were accommodated. However, the target number of households to be served were not fully catered due to a number of implementation challenges, among which include the deferment of program implementation in view of the election period, unreachability of beneficiaries, and waiving of claims.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of trained DSWD QRT members ready for deployment on disaster response	2,827	5,098 <sup>3</sup>	-44.55%	Major deviation
Percentage of requests from Field Offices for replenishment of standby funds acted upon	100% (24 out of 24)	100%	-	Target fully achieved
Number of poor families that received cash-for-work for CCAM	25,961	361,841 <sup>4</sup>	-92.83%	Major deviation
Number of LGUs provided with augmentation on disaster response services	428	428 <sup>5</sup>	-	Target fully achieved
Number of internally displaced households provided with disaster response services	294,087	294,841 <sup>3</sup>	-0.26%	Minor deviation
Number of households with damaged houses provided with early recovery services	61,063	74,034 <sup>2</sup>	-17.52%	Minor deviation

**Accomplishments for two out of six NRLMB performance indicators are on track and likely to achieve its CY 2022 targets.** As can be seen on the table below, the average

<sup>3</sup> No definite target identified in the DSWD Strategic Plan 2018-2022; figures are based on annual target indicated in the submitted HPMS Form 4

<sup>4</sup> No definite target identified in the DSWD Strategic Plan 2018-2022; figures are based on annual target indicated in the submitted HPMS Form 4

<sup>5</sup> No definite target identified in the DSWD Strategic Plan 2018-2022; figures are based on semestral target indicated in the submitted HPMS Form 5

customer satisfaction rating from Field Offices (FOs) and Central Office- Offices, Bureaus and Services (CO-OBS) and other stakeholders on food and non-food items (FNI) delivery service exceeded its target with a minor deviation of +24.25%. The accomplishment is equivalent to a very satisfactory customer rating with FOs I, II, III, X and CARAGA receiving the highest rating of 5.00 for the first semester. Meanwhile, the accomplishment for percentage of Family Food Packs (FFPs) produced based on the approved production plan is less 21.16% of its 100% target. One of the reasons for deviation is the slowing down of mechanized FFP production using normal rice bagging method that is prone to rice weevil infestation after rice fumigation.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage of FOs' requests for augmentation of funds for warehouse operations acted upon	N/A	100%	-	Inconclusive
Percentage of FNI augmentation requests delivered based on approved RIS and dispatch/delivery plan within the timeline set	63.89%	100%	-36.11%	Major Deviation
Number of Family Food packs (FFPs) delivered	1,095,347	ANA	-	Inconclusive
Number of Non-food items delivered	1,041,687	ANA	-	Inconclusive
Average customer satisfaction rating from FOs/OBS and other stakeholders on FNI delivery service provided	4.97	4.0	+24.25%	Minor Deviation
Percentage of FFPs produced based on the approved production plan	78.84%	100%	-21.16%	Minor Deviation

**On the other hand, three out of six indicators were assessed as inconclusive because of non-availability of data and ANA targets.** The accomplishment for outcome indicator on percentage of FOs' requests for augmentation of funds for warehouse operations is unavailable because all requests are immediately endorsed to the Disaster Response Management Bureau (DRMB) as the overall disaster fund controller. Similar to the previous years, NRLMB did not indicate targets for the number of FFPs and non-food items delivered which resulted to an inconclusive assessment.

For the first semester of CY 2022, 1,095,347 FFPs were delivered (₱693,584,936.55) for the augmentation requests of local government units during disaster relief operations. Moreover, a total of 1,041,687 non-food items were delivered (₱545,276,660.41).

Based on the previous recommendations, the maximization of the available funds through the coordination with disaster-affected FOs on prioritization based on need and vulnerability, as well as the augmentation from the National Disaster Risk Reduction Management Fund and sourcing out from cash donations without specific purpose contributed to their financial and physical accomplishments.

#### D. Outcome-level Indicators

**The DRMB remained steadfast in its commitment to provide immediate relief and early recovery services to disaster victims and survivors.** As of the first semester of 2022, the DRMB was able to provide food and non-food relief assistance, and cash assistance under the Emergency Shelter Assistance (ESA), Food-for-Work (FFW) Program, and Cash-for-Work (CFW) Program to 355,150 disaster-affected households. This represents 98.4% of the total 360,833 disaster-affected families that requested assistance from the Bureau during the first half of the year. It was noted, however, that the accomplishment does not account to the whole disaster-affected population given the augmentative function of the Bureau. Further, the data is limited to those provided with the said interventions which are assumed to assist the disaster-affected households to early recovery stage.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage of disaster-affected households assisted to early recovery stage	98.4% (355,150 out of 360,833)	100%	-	Minor deviation

**Less than a third of the allocated budget for the Disaster Response and Rehabilitation Program was obligated as of the first semester of the year.** The Disaster Response and Rehabilitation Program (DRRP) has two components - the Disaster Fund (DF) and Climate Change Adaptation and Mitigation (CCAM) fund. The DF is for the bureau's operational cost, while the CCAM fund is used for the management and implementation of the Risk Resiliency Program for the implementation of CFW activities. Of the Php2.1B allocated budget for the year, Php670.8M was obligated and Php465.7M was disbursed, marking a 31.69% obligation rate and 69.41% disbursement rate.

**Meanwhile, the NRLMB was able to obligate more than half of its total budget allocation for the first semester.** The remaining balance of the Bureau is allocated for the purchase of office supplies, utility expenses and training and scholarship expenses which are all scheduled by the second semester.

#### E. Influencing Factors

##### b. Facilitating Factors

2. Continued coordination and provision of technical assistance to FOs despite limited human resources and office disruptions due to COVID-19
3. Engagement with partner government agencies, non-government organizations, and development partners for program complementation
4. Conduct of capacity building activities to various implementers and stakeholders (e.g., Quick Response Teams)
5. Flexible nature of virtual or online training wherein offices are inclined to invite additional participants without the limitations of budgetary constraints

6. Close monitoring of partnership engagement with various stakeholders through the utilization of the Partnership Tracker and coordination with the Resource Generation and Management Office
- c. Hindering Factors**
3. Changes in the number of actual beneficiaries as a result of eligibility assessment and revalidation
  4. Waiving of claims of some target beneficiaries
  5. Unreachability or unavailability of beneficiaries at the LGUs at the time of payout
  6. Delays in the conduct of CFW activities in the ground as most FOs opted to defer its implementation in view of the May 2022 elections
  7. Delays in the delivery of construction materials needed for community works (for the CFW program) and adjustments to the allocation per LGU based on current needs (for the FFW program)
  8. Delays in the processing of documents in the implementing LGUs
  9. Extensions in the period of payout schedule
  10. Varying reports from FOs which delays consolidation and processing
  11. Limited human resources to conduct monitoring visit and provide technical assistance
  12. Lack of conducive working space for DRMB
  13. Unavailability of raw materials for the production of FFPs
  14. Long procurement process for non-food items and kits
  15. Extensive timeline for the replenishment of Quick Response Fund
  16. Lack of absorptive and production capacity of the regional resource operations centers of the FOs

## RECOMMENDATIONS

### A. Recurring Recommendations

#### ***On processes***

1. Provide guidance to FOs on the use of enhanced templates and establish monitoring and coordination mechanisms from planning for provision of early recovery interventions up to implementation of identified programs, activities, and projects through the expedited finalization of the Omnibus Guidelines on the Implementation of Early Recovery and Rehabilitation Programs and Services
2. Ensure close coordination and monitoring of NRLMB procurement projects with the Procurement Management Service to ensure the timely delivery of the needed welfare goods.

#### ***On targeting***

1. Consider changing ANA as targets for FFPs and non-food items. Targets can be based on the trend of number of FFPs and non-food items from the previous years.

### B. New Recommendations

#### ***On processes***

1. To expedite the process of downloading of funds to FOs, pursue with the recommendation to direct all requests for funding to DRMB as overall disaster fund controller. This would also mean requesting for the transfer of the indicator on fund augmentation from NRLMB to DRMB.



2. Regularly update and assess the Requisition and Issue Slip (RIS) monitoring tool to ensure the compliance of FOs in terms of the submission of delivery plan and to ensure the timely delivery of FNIs.

***On planned deliverables***

1. Development and finalization of the following policy documents: (1) Monitoring and Evaluation Manual; and (2) Technical Assistance and Resource Augmentation (TARA) Plan and Guidelines
2. Creation of inter-agency policies for strengthened convergence of program implementation at the local level

***On financial management***

1. Advocate and seek support from the DSWD Management for the increase of the Quick Response Fund (QRF) from Php1.25B to Php3.5B to Php5B and approval of the Emergency Cash Transfer fund to complement the QRF
2. Pursue with the recommendation to prepare a realistic Work and Financial Plan for the Quick Response Fund needed for the procurement of food and non-food items of NRLMB, as well as other logistics expenses.

***On partnership building***

1. Consider collaborating with Non-Government Organizations (NGOs) and Local Government Units (LGUs) to address the lack of absorptive and production capacity of the regional resource operations center.
2. Furthermore, pursue with the lobbying for the establishment of an additional disaster resource center in Mindanao by supporting it with evidence-based research and evaluation studies.

***On human resources***

1. Recall all staff temporarily detailed to other offices/units
2. Approval on the proposal for the creation of plantilla positions under the Disaster Response Management Group at the Central Office and at the FOs as well
3. Allocation of conducive working space for DRMB and its regional counterparts

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

The DSWD is mandated to regulate Social Welfare and Development Agencies according to RA 4373 (*"An Act to Regulate the Practice of Social Work and the Operation of Social Work Agencies in the Philippines"*). In response to this, the Department's work consists mainly of **developing and setting of standards for and assessing of the quality of social welfare and development (SWD) programs & services being offered to the poor and vulnerable individuals, families and communities.**

Through the Department's Standards Bureau/Sections (SB/SS), the Organizational Outcome is operationalized via the **DSWD SWDAs Regulatory Program**, which aims to manage SWDAs and their implementation of SWD programs and services by establishing quality assurance measures. It involves the following services

1. Registration of Private Agencies applying as SWDAs
2. Licensing of Private SWDAs
3. Accreditation of Programs and Services of Private SWDAs
4. Accreditation of DSWD Residential and Non-Residential Facilities and LGU-Run Centers
5. Monitoring of Registered and Licensed Private SWDAs, and the Accredited Programs and Services of SWDAs, as to sustained compliance to set standards
6. Accreditation of Beneficiary and Implementing Civil Society Organizations (CSOs)
7. Accreditation of the Social Workers Managing Court Cases (SWMCC), Pre-Marriage Counselors (PMC), Day Care Workers (DCW) and Day Care Centers (DCC)

### ASSESSMENT, CHALLENGES, AND OPPORTUNITIES

#### A. Output-level Indicators

**The Department has been consistent in outstandingly delivering its mandate on the registration, licensing and accreditation of SWAs, SWDAs and Service Providers.** The continuous provision of technical assistance (i.e. conduct of Webinars) by dedicated Standards personnel, relentless follow ups (i.e. sending of notification letters to SWDAs with expired licenses), and the mobilization of the ABSNET in advocacy activities, have allowed the Department to consistently accomplish far and beyond its target RLAs.

The provision of registration, licensing and accreditation (RLA) services appears to have stabilized and recovered from the CY 2020 decline caused by the pandemic. The complete easing of quarantine levels and mobility restrictions last semester allowed the Department (particularly the Field Offices) to conduct blended virtual assessments and physical visits, hence, the numbers continued to be comparable to the same semester of CY 2021 than in CY 2020.

The application of ISO 9001:2015 standards on frontline services like the RLA of SWAs, SWDAs and Service Providers starting this year, may have also somewhat contributed to last semester's outstanding performance.

It appears that most of the private SWDAs are established in Metro Manila, given the 33% share of the Central Office in the total registered and licensed SWAs/SWDAs, together with FO NCR's 20%. The rest was distributed to other Field Offices at less than 10% each.

RLA Indicators	CY 2020	CY 2021	CY 2022
Registered Private SWDAs	48	200	179
Licensed Private SWAs and Auxiliary SWDAs	61	149	160
Accredited SWAs and Centers	20	92	86

**Accreditation of SWAs and Centers has also steadied and almost followed last year's trend, with a +22.86% variance from its first semester target.** A total of 86 SWAs and Centers were accredited last semester, and is halfway (57%) through the target numbers for this year (150 SWAs and Centers). Seemingly, the assimilation of the Standards Bureau/Section to digital means of accrediting has been a major contributing factor to accomplishing more than the planned figures.

**Accreditation of Beneficiary CSOs also posed good numbers, but remains inconclusive.** Though the Department accredited 563.33% more Beneficiary CSOs during the 1st semester, true progress could not be determined for two reasons – (1) the significant target adjustments since CY 2020 (1st Semester 2020: 250 CSOs, 1st Semester 2021: 31 CSOs, 1st Semester 2022: 30 CSOs) and; (2) other Field Offices did not indicate their targets (i.e. As Need Arises/ANA) since applications depend on the endorsements from the Sustainable Livelihood Project.

Field Office V recorded the most number of accredited Beneficiary Partner CSOs (79 CSOs), followed by FO XI (44 CSOs), FO IV-A (37 CSOs), and FO III (23).

**Among all the Service Providers, only the accreditation of Pre-Marriage Counselors (PMCs) trailed behind (8.2% below target).** The Department was able to accredit 112 PMCs – only 10 PMCs short of the semestral target as to the counselors in some areas (i.e. Region VII) had to be withdrawn by their LGUs to prioritize Typhoon Odette response. Meanwhile, other regions have ongoing applications which would spill over to the next semester. Nevertheless, the readiness and cooperation of the service providers to comply with the requirements of MC 1, s. 2019, alongside the strong partnerships with other agencies such as the DILG and POPCOM, were deemed as the facilitating factors in the accreditation of PMCs.

**Meanwhile, the accreditation of Social Workers Managing Court Cases (SWMCCs) remain beyond target (+220% variance),** but is lower than what was achieved during the first half of CY 2021 (190 SWMCCs; +1483.33% variance). The continuous follow ups to the LGUs through various channels remains contributory to the over-achievement of targets under this indicator.

**Thousands (4026 DCWs; 97.35% above target) of DCWs/Day Care Centers were accredited despite the challenges faced in some areas.** Such was achieved due to the mobilization of external assessors, as well as the inclusion of ECCD services in the Seal of

Good Local Governance (SGLG) and Seal of Child Friendly Local Governance (SCFLG). Those that reported below target accreditation of Day Care Workers for ECCD Services were affected by the following:

- a. FO II - Some of the child development centers are still in the process of internal recognition assessment
- b. FO VII - Many day care centers were converted into quarantine facilities and were damaged by Typhoon Odette which hit Central Visayas in December 2021
- c. FO IX – Refusal of some LGUs to request accreditation of their Child Development Centers/Child Development Workers following the AO 15 Guidelines (using the old assessment tool) due to confusion on the issued memorandum from PSWDO

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for 1 <sup>st</sup> Sem. 2022	Variance	Assessment
<b>1. Number of SWAs and SWDAs registered, licensed, and accredited</b>				
a. Registered Private SWDAs	179	42	+79%	Major Deviation
b. Licensed Private SWAs and Auxiliary SWDAs	160	46	+60%	Major Deviation
c. Accredited SWAs and Centers	86	70	+22.86%	Minor Deviation
<i>c.1. Private SWAs (NGOs)</i>	61	50	+22%	Minor Deviation
<i>c.2. DSWD Centers</i>	7	5	+40%	Major Deviation
<i>c.3. LGU-run Centers</i>	10	5	+100%	Major Deviation
<i>c.4. Senior Citizen Centers</i>	8	10	-20%	Minor Deviation
<b>2. Number of CSOs accredited</b>				
a. Beneficiary Partner CSOs (Accreditation by DSWD FOs)	199	30	+563.33%	Major Deviation
<b>3. Number of service providers accredited</b>				
a. SWMCCs (Accreditation by SB)	48	15	+220%	Major Deviation
b. PMCs (Accreditation by DSWD FOs)	112	122	-8.2%	Minor Deviation
c. DCWs/Day Care Centers (Accreditation by DSWD FOs)	4026	2040	+97.35%	Major Deviation
4. Percentage of SWDAs with RLA certificates issued within 30 working days upon receipt of compliant application	94.92%	100%	-5.38%	Minor Deviation
5. Percentage of detected violations/complaints	100%	100%	0%	Full Target Achieved

## B. Outcome-level Indicators

The desired compliance rate of **Registered and Licensed Private SWAs for the first semester was 0.98% below target.** Due to the limited number of personnel who can conduct monitoring visits, the Department is more focused on the application for registration and licensing instead (prioritized over the monitoring sustained compliance). On the other hand, monitoring of compliance of accredited SWDAs are on target (+2.37% deviation), which is also a product of the intensive provision of technical assistance to our SWDAs.

**However, Department-wide reporting still needs improvement.** Note that since the reported outcomes are only at the level of the Central Office, the overall performance of the Department cannot be truly determined due the non-uniform reporting of the outcome indicators. Sans the total universe of registered, licensed and accredited SWAs, SWDAs and service providers monitored by the Central and Field Offices, the true outcome/impact of the Department's efforts towards RLA will remain inconclusive.

Thus, the deviations in terms of sustained validity of accreditation cannot speak for the whole Department given the inconsistent reporting of data under this particular indicator.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for 1 <sup>st</sup> Sem. 2022	Variance	Assessment
1. Percentage of SWAs, SWDAs and service providers with sustained compliance to social welfare and development standards				
a. Registered and Licensed Private SWAs	1.54%	2.52%	-0.98%	Minor Deviation
b. Accredited SWDAs	5.52%	3.15%	+2.37%	Minor Deviation

## C. Influencing Factors

### a. Facilitating Factors

1. Proactive and regular monitoring and provision of technical assistance to the SWDAs, SWAs and Service Providers through:
  - Constant follow ups and sending of communications through various channels (i.e. letters, e-mails, virtual teleconferencing platforms)
  - Conduct of LGU mapping of SWD programs and services determine the orientations and accreditations to be conducted
  - Sending of notifications for renewal to SWDAs with expired / nearly expiring registration and license to operate
2. Strong partnerships/ collaborations with other agencies/offices:
  - ABSNET representatives
  - Regional Inspectorate Committees
  - Central/Field Office Review Committees
  - POPCOM
  - DILG
  - LGUs



3. Streamlining of processes and requirements as the SB and SS have started complying with the ISO 9001:2015 Standards and ARTA requirements for frontline services
  4. Institutionalization of the use of alternative platforms (i.e. online/virtual) for various crucial activities in the implementation of regulatory functions such as virtual assessments/monitoring and webinars
  5. Mobilization of External Assessors/Accreditors to cope with the increased volume of applications for accreditation
- b. Hindering Factors**
1. Inadequacy of manpower/ personnel especially in the Field Offices, such that urgent tasks/ intervening concerns (e.g. payouts) would overtake the major roles of the staff:
    - FO CARAGA – encoded the complete data profile of the ECCD facilities and service providers for the 2023 SGLG Assessment
  2. Accomplishment of some indicators were affected by unexpected disasters like Typhoon Odette (e.g. Day Care Centers were converted into quarantine facilities; PMCs were busy with disaster response)
  3. Difficulty of SWAs and SWDAs to comply with some requirements that are beyond the Department's control (e.g. financial constraints)
  4. Some LGUs are still confused on the assessment tool that should be used in the accreditation of ECCD services (AO 15 vs. ECCD Guidelines)

## RECOMMENDATIONS

### A. Recurring Recommendations

#### ***On processes***

1. Persistent follow-ups and provision of technical assistance to the SWAs and SWDAs must carry on. If need be, the SB/SS should come up with more proactive strategies in strengthening the promotion of regulatory functions of DSWD among LGUs, SWDAs/SWAs and Service Providers:
  - Consider funding the FOs regulatory activities such as the mobilization of ABSNET and capacitation of the Regional ABSNET Officers to promote and popularize the Department's regulatory services at the ground level
  - The Department may also institute a policy ordering sanctions against uncooperative SWDAs/SWAs and LGUs. This is to compel SWAs/SWDAs and Service Providers to apply for and sustain their RLAs.
2. Continue the good practices/innovations/policy adjustments implemented in CY 2021:
  - Blended virtual and on-site delivery of regulatory services, depending on the LGUs' restrictions and safety protocols
  - Streamlining and re-engineering of RLA processes in consideration of the ISO 9001:2015 Certification and ARTA/EODB Law requirements
  - Collaboration with External Assessors for CDW accreditation
  - Strong partnership with POPCOM and LGUs for PMC accreditation

#### ***On human resource***

1. Heed the manpower-related requests of some Field Offices to help distribute the workload among Standards Section staff, particularly for FO CARAGA, FO VI – SWO I and PDO I (under Centrally Managed Fund), and FO VII

## **B. New Recommendations**

### ***On processes***

1. Consider the following as possible advocacy strategies to strengthen the promotion of regulatory functions, and to ensure sustained compliance to standards:
  - Study and develop a position paper on a law that will provide more benefits and incentives to the SWDAs, LGUs and SWD service providers to encourage them to be registered, licensed and accredited by DSWD
  - Strengthen the promotion of the regulatory functions of DSWD among LGUs, NGAs, SWDAs and other possible stakeholders through policies covering Business Establishments' Corporate Social Responsibility; the Tax Reform Act (Republic Act No. 8424 of 1997)
  - Conduct quarterly webinars on regulatory services
  - Host Regional/Provincial Orientations on regulatory services
  - In-house production of IEC materials (with budget allocated for printing)
  - Continuous creation of infographics, social media cards, and photo releases for posting in DSWD social media accounts

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

The Local Social Welfare and Development Offices (LSWDOs) are crucial in the delivery of social welfare services and programs at the Local Government Unit (LGU) level as mandated in the Local Government Code. The DSWD through Executive Order no. 221 series of 2003 is mandated to provide technical assistance and resource augmentation to enable LGUs, NGOs, other NGAs, POs and other members of the civil society to implement social welfare and development programs including disaster management. Hence, the Department has continually committed as its strategic goal under Organizational Outcome 5 (OO5) to assist LGUs specifically LSWDOs in improving the delivery of social services and programs.

### ASSESSMENT, CHALLENGES, AND OPPORTUNITIES

#### A. Output-level Indicators

**A total of 1,356 LGUS out of the 1,405 target for the year were provided TA for the semester.** This constitutes about 96.51% accomplishment. Most of the activities are orientation on different SWD laws and statutory programs and programs to be devolved such as SLP, Auxiliary Services for PWDs, Assistance for Individuals in Crisis Situations (AICS) and others, including social technologies developed.

There were three (3) regions with targets for resource augmentation. These include FOS CAR, Caraga and XI. **A total of 502 LGUs were provided with resource augmentation upon request.**

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage of LGUs provided with technical assistance	96.5% (1,356)	1,405	3.5%	Minor Deviation
Percentage of LGUs provided with resource augmentation	104.5% (502)	480	4.5%	Minor Deviation

#### B. Outcome-level Indicators

**The conduct of the reassessment of LGUS particularly who were assessed in 2019 to determine their level of functionality after three years was moved to the 3rd Quarter of this year** as there was a revision on the indicators of the tool and the development of the SDCA Information System.

Subsequently, the Philippine Statistical Research and Training Institute (PSRTI), the research consulting firm engaged for the enhancement of the SDCCA Tool submitted the final

deliverables on 29 June 2022. The outputs are currently being reviewed and are set to be endorsed to the Undersecretary within the first week of August 2022.

On the financial indicator accomplishment, **about 35% was utilized out of the budget allocation for the 1st semester.** Payments for activities conducted in the 1st semester are not counted as part of the total amount utilized, especially those ones implemented in June 2022.

### C. Influencing Factors

#### a. Facilitating Factors

1. Significant TAs are provided as the reassessment of the functionality level of LGUS is scheduled by the third quarter
2. Several housekeeping activities were done which included the development of the Capacity Development Framework, Enhanced TARA Guidelines and the Guidelines on the Provision of Incentives and Rewards
3. Program owners are assisted towards the development of Training Manual on Programs to be devolved which include the Comprehensive Programs for Street Children, Families and Communities, Auxiliary Services for PWDs and the Persons Living with HIV-AIDS and training them as trainers equipped with skills on strategic communication and learning experience designing

#### b. Hindering Factors

1. Activities are moved for implementation to the second semester as LGU stabilizes with the new administration assuming their offices

## RECOMMENDATIONS

### A. Recurring Recommendations

#### *On processes*

1. SWIDB or concerned CO-OBS continue to provide guidance to TARA Focal regarding the Full Devolution;
2. Continue the conduct of consultation with the Field Offices on TARA
3. Expedite development/deployment of information systems like the SDCCA-IS Learning Management System and Knowledge Management TA Portal;

#### *On human resource*

1. Conduct Skills Enhancement for TARA Focal Persons specifically on Lobbying and Advocacy
2. Provide additional staff to the TARA program.

### B. New Recommendations

#### *On human resource*

2. For Central Office to come up with a Field Office Organizational Structure as this is connected with the request for additional staff and positions.

## SUPPORT TO OPERATIONS

The Support to Operations (STO) provides the technical and substantive support to the operations of the Department which are critical to achieving the foundational outcomes of improving systems and processes in the organization towards the effective and efficient implementation of SWD programs, projects, and services. Major deliverables under the STO are policy and plans development, legislative liaison, social technology development, national household targeting system for poverty reduction, information and communications technology management, internal audit, social marketing, knowledge management, resource generation and management, and agency operations.

Together with the counterpart units in DSWD Field Offices (FOs), the accountable offices under the STO include the following:

The Policy Development and Planning Bureau (PDPB) provides leadership in the Department in terms of developing policies and plans of the agency and of the social welfare and development sector. To ensure that plans and policies are evidence-based, the PDPB also leads in conducting researches and monitoring and evaluating plans and policies that influence decisions of the DSWD Management. At the regional and international levels, the PDPB supports the leadership role of the Department in the Association of Southeast Asian Nations (ASEAN), the Asia-Pacific Economic Cooperation (APEC) and the United Nations (UN) in matters concerning social welfare and development (SWD).

The Department Legislative Liaison Office (DLLO) promotes the DSWD legislative agenda and other proposed legislative measures to address emergent SWD issues or concerns affecting the poor, the vulnerable and the disadvantaged.

The Social Technology Bureau (STB) is responsible for the formulation and enhancement of SWD models of intervention addressing the current and emerging needs/issues of the poor, vulnerable, marginalized, and disadvantaged individuals.

The Internal Audit Service (IAS) continues to add value to operations of every Office/Bureau/Service (OBS) through (1) review of the adequacy and effectiveness of internal controls; (2) monitoring of compliance of concerned offices to the IAS audit recommendations; (3) compliance to Internal Audit Standards for the Philippine Public Sector and Internal (IASPPS); and (4) continuous implementation and monitoring of the Integrity Management Plan (IMP).

The Information and Communications Technology Management Service (ICTMS) is the Department's primary provider of information management, communication services, and technology solutions, to support the Department's SWD strategies.

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

The Social Marketing Service (SMS) is the support office responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture the Department's publics and stakeholders.



The Social Welfare Institutional Development Bureau (SWIDB) manages and monitors knowledge management (KM) activities in the Department. Effective management of knowledge is important for every organization. As the leader in social protection, the Department aims to initiate innovations which are fully documented to aid in the strengthening of programs and services, and push for reforms for the poor, vulnerable, and marginalized sectors.

The Resource Generation and Management Office (RGMO) is mainly responsible in harmonizing, streamlining, creating, and facilitating the resource generation and management efforts of the Department, anchored on the attainment of the Department's thrust and priorities, plans, and strategies.

The Agency Operations Center (AOC) serves as command and control facility for the Secretary of SWD and the Executive Committee (EXECOM) to monitor and coordinate the Department's implementation of the Social Amelioration Program (SAP) or the Emergency Subsidy Program (ESP) to the most affected families and individuals of areas under community quarantine and provide information about it to those that request for it for legal purposes.

## ASSESSMENT, CHALLENGES, AND OPPORTUNITIES

### POLICY AND PLAN DEVELOPMENT

#### A. Output-level Indicators

**SWD legislative or executive issuances prepared for executive/legislative approval.** For the first semester 2022, the Department were able to provide inputs to 22 SWD legislative/executive issuances with a positive major deviation of 166.66%.

Among the major policy thrust of the DSWD is the Devolution Transition Plan as part of the requirements of the Executive Order No. 138, s 2021 or the Full Devolution of Certain Functions of the Executive Branch to Local Governments, Creation of A Committee on Devolution, and for Other Purposes. As of first semester 2022, the DSWD Devolution Transition Plan (DTP) has been revised and waiting for new management's approval. There is a new instruction from the DSWD Secretary to review the devolution of Assistance in Crisis Situation Program and Sustainable Livelihood Program as planned to be devolved to Local Government Units (LGUs). Meanwhile, the implementing guidelines on DTP is target to be approved by second semester 2022. In line with the smooth execution of the DTP once approved, the DSWD is currently undergoing organization effectiveness proposal evaluation by the Department of Budget and Management (DBM).

There is ongoing negotiation and coordination with the DBM and the Department of the Interior and Local Governance (DILG) for the drafting of a Joint Memorandum Circular on the operationalization of the DSWD DTP to ensure sustainability of the delivery of SWD services at the LGUs. A Memorandum of Agreement (MOA) with the respective LGUs is also in the pipeline to further firm up the partnership along the accessible, more effective and efficient prioritization and implementation of SWD programs and services.

**Agency policies issued were timely and relevant to the emerging needs of the Department.** For the first semester 2022, the Department has approved and disseminated 34 agency policies through the DSWD policy development process. These policies are being monitored by the PDPB in line with its role as Mancom Secretariat. The targets for this indicator was exceeded the target with 13.33% positive deviation

**SWD Annual Plans Prepared.** The annual target for agency plans was fully achieved during the 1st semester 2022. The Bureau has reviewed, consolidated, formulated, updated and disseminated 5 annual plans, including those for the Children, Youth, Senior Citizens, Persons with Disability, and Filipino Family. These sectoral plans set priority areas and action points that would guide efforts towards the promotion of security and dignity of the concerned sectors.

**Researches and evaluation studies undertaken.** In terms of research and evaluation studies, two in-house studies were currently conducted by the PDPB as follows:

Process Evaluation of Assistance to Individuals in Crisis Situation (AICS). This study generally aims to evaluate the program performance by looking at the achievement of program objectives at immediate and intermediate outcome levels, as well as to identify lessons learned, good practices and challenges in the course of program implementation and achievement of the output/outcome.

Field Office Initiated Research and Evaluation Studies. The PDPB is also ensuring that all capacity building conducted with DSWD Field Offices are able to translate/utilize through conduct of FO initiated research and evaluation studies. As one of the support of the PDPB, sub-allot and transfer funds to four (4) Field Offices and regularly monitor the progress of the initiated studies was conducted during April and May 2022.

Moreover, the PDPB has on-going partnership with UNICEF on the completion of the Cost of Raising Children with Disabilities. This study is a joint research initiative of DSWD with UNICEF and Oxford for Policy Management (OPM). The study aims to estimate how much households spend to raise a child with disability, considering the different types of disabilities and the availability of programs and services to address their special needs. Despite challenges of data collections due to unavailability of sampling frame, the data collection for the main quantitative survey was completed last 16 June 2022. The full sample contains 239 different locations across the country (80 in NCR, 80 in Luzon, 39 in Visayas and 40 in Mindanao). The Oxford for Policy Management conducted 3,126 household interviews of which 2,755 were completed. The final report is expected to be delivered by the end of July and proceed with a series of interagency meetings, launching and other dissemination activities in late August 2022

## **B. Influencing Factors**

### **a. Facilitating Factors**

1. Research Ticketing System
2. Utilizing off line and online data collection that will reduce the encoding time of data collected
3. On-going development of HPMS Information System
4. Conduct of policy forum and research forum along SWD and Social Protection Sectors
5. Contribution of the PDPB to the DSWD Knowledge Management Portal
6. Strengthened role of DSWD in different interagency committees

### b. Hindering Factors

1. The indicators related to Number SWD legislative or executive issuances and Number of agency policies approved and disseminated were not reported correctly need to be reviewed to ensure correct data reporting
2. Changes in the timeline of the approval of the DSWD DTP

## LEGISLATIVE LIAISON

### A. Output-level Indicators

The DLLO prepared 16 position papers on referred legislative measures and one Draft Executive Order Reorganizing the National Council on Disability Affairs into the National Commission on Disability Affairs, Defining its Powers and Functions, Amending for the Purpose Executive Order No. 22, s. 2011 and Executive Order No. 709, s. 2008.

### B. Influencing Factors

#### a. Hindering Factors

1. the DLLO is undermanned, needing additional administrative and technical staff to do its enormous tasks. The DLLO appealed to the HRMDS for reconsideration on the filling-up of the two (2) unfilled COS positions under the DLLO namely: ADAS III and Planning Officer III

## SOCIAL TECHNOLOGY DEVELOPMENT

### A. Output-level Indicators

**Two (2) out of four (4) performance indicators of STB were full achieved.** For the number of new designs approved, a project design on ProtecTEEN: Psychosocial Support and other Interventions for Teenage Parents and their Families was submitted and approved by the Cluster Head last April 2022. Likewise, the STB already conducted pre-testing of the modules under the project in Region VII. The Bureau also submitted pilot testing reports on Yakap Bayan Program and Project Link: Family Tracing and Reunification (FTR) System last June 2022.

**No targets were committed for the first semester for indicators number of social technology evaluated and number of intermediaries trained on completed social technologies resulting to inconclusive assessment.** It may be noted, however, that the deliverables for these indicators are targeted by second semester. Despite this, the Bureau was able to maximize the use of online modalities in the conduct of capacity building activities reaching more intermediaries earlier than the target dates.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of new designs formulated	1	1	0.0%	Full target achieved
Number of models of intervention pilot tested	2	2	0.0%	Full target achieved
Number of Social Technology evaluated	0	0	-	Inconclusive

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of intermediaries trained on completed social technologies	240	0	-	Inconclusive

**For the 1st semester of CY 2022, the Bureau was able to obligate 45.84% and disburse 63.66% of its total budget allocation composed of Current and FY 2021 Continuing Funds under Maintenance and Other Operating Expenses (MOOE) and Capital Outlay.** One of the reasons for low utilization was the unutilized funds downloaded to Field Offices (FOs) which is 70% of STB funds mainly due to election restrictions, possible changes of Local Government Unit (LGU) officials and no scheduled activities for the first quarter of the year. Further, there were activities which are postponed in order to maximize the available in-house personnel in the Bureau, instead of hiring a consultant for the project. There were also delays in procurement process and transfer of funds from ProtecTEEN to Social Protection Program for Adolescent Mothers and their Children (SPPAMC) funds worth Php 10,000,000.00 which was classified as "For Later Release" subject to the submission of Special Budget Request.

## B. Influencing Factors

### a. Facilitating Factors

1. Teamwork, strengthened collaboration with Social Technology Units and other key stakeholders
2. Utilization of online and other available platforms for collaboration and capacity building activities to deliver targets.

### b. Hindering Factors

1. Need to reorient the newly assigned/appointed Local Social Welfare and Development Officers (LSWDOs) on STB completed projects
2. Prioritization of tasks such as the preparations for the Devolution Transition Plan, COVID-19 response and recovery efforts, and other key instructions including the including the development of a program for SPPAMC and designing of the ProtecTEEN.

## INTERNAL AUDIT

### A. Output-level Indicators

**Accomplishments for all IAS performance indicators are on track and likely to achieve its CY 2022 targets.** As can be seen on the table below, 4 out of 4 performance indicators were assessed with minor deviation, with accomplishments either above or below the target. The accomplishment for the indicator Percentage of audit recommendations complied by CO can be attributed to the compliance of National Program Management Offices and Finance and Management Service. Meanwhile, the minor deviation for the FOs can be attributed to the fact that 4 out of 8 auditees have not reached full compliance while four (4) FOs achieved 100% compliance during the 4th quarterly Compliance to Audit Recommendations (CARE) updates.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage of audit recommendations	90.9%	85%	+6.9%	Minor Deviation



Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
complied by Central Office (CO)				
Percentage of audit recommendations complied by Field Offices (FOs)	88.1%	95%	-7.3%	Minor Deviation
Percentage of integrity management measures implemented by Central Office (CO)	100%	90%	+11.1%	Minor Deviation
Percentage of integrity management measures implemented by Field Offices (FOs)	88.3%	92%	-4.0%	Minor Deviation

Further, the Pantawid Pamilyang Pilipino Program – National Program Management Office fully complied to the implementation of integrity management measures. This resulted to a 100% accomplishment of percentage of integrity measures implemented in the Central Office (CO). On the other hand, the -4% variance of FOs for this indicator was due to the gradual lifting of quarantine measures by National Government Agencies (NGAs) and Local Government Units (LGUs) in response to the COVID-19 pandemic.

For the first semester of CY 2022, 26.36% were obligated and disbursed for IAS operations. To ensure that the remaining and unobligated balances will be utilized for the remaining months of CY 2022, a revised Work and Financial Plan (WFP) was submitted to indicate the realistic budgetary requirements and the earmarking of budget for the renewal of five (5) Cost of Service (COS) workers

## B. Influencing Factors

### a. Facilitating Factors

1. Continuous collaboration and cooperation amongst the staff and partnerships forged with other IAS stakeholders (i.e. NGAs, private individuals as resource persons).
2. IAS focused on the preparation of its Annual Operations Plan, specifically on the risk assessment of the programs/services directly aligned with the DSWD Strategy. This will form part of the risk-based audit areas of the Annual Operations Plan.
3. Conduct of trainings such as the Risk-Based Annual Operations Plan and Computer Assisted Auditing Tools and Techniques (CAATs) benefited the Internal Auditors (IAs) and Management Audit Analyst (MAA) counterpart in various FOs.

### b. Hindering Factors

1. Non-renewal of COS workers who were assigned to the Integrity Management Program implementation as Integrity Management Committee (IMC) secretariat
2. Frequent change in IAS leadership significantly affected the operations on the first semester, especially in the annual planning and audit execution.



## INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT

### A. Output-level Indicators

**Most of the performance indicators were consistently achieved within the specific semester except for one (1) indicator with a very minimal deviation.** The +0.58% and +3.18% uptime both in DSWD Central Office and Field Offices, respectively, evidently demonstrates the effective use of information and communications technology (ICT) in the Department. Additionally, a total of 240 sub-regional sites were connected to the DSWD enterprise network.

As to the information systems, the +4.08% variance in the functionality of its deployment; the +14.29% variance in the developed and enhanced information system and; the 2.38% variance in the maintained information system, significantly confirms the support of ICTMS to improve organizational processes and technological capacity of the Department.

The +3.98% variance in the uptime of DSWD infrastructure and the +27.59% variance in the websites that were developed and maintained were the result of the regular daily monitoring of various DSWD applications being conducted by the ICTMS. To cite, a disaster recovery sites and backup solutions have been managed and maintained to ensure business continuity. Several activities were conducted along systems administration, website management and data center management that contributed to achieving the target for the semester.

Towards the purposive data management for information sharing, the +18.72% variance corresponds to the 279 databases that were maintained by the ICTMS, in which 140 of that were active and the other 139 were inactive as visualized in a public dashboard. Continuous monitoring and optimization of these databases to increase end-user productivity, better data integration, and minimize data inconsistency were observed.

To have a responsive ICT support services, most of the 6,468 technical assistance (TA) requests received were responded, corresponding to 6,391 or 98.81%. The -1.19% variance was attributed to the TA requests that were not resolved within the set service-level agreement (SLA). A centralized web portal was maintained and upgraded to monitor the ICT ticketing system for technical assistance requests and its resolutions. The customer satisfaction survey was also continuously utilized towards the improvement of service of the ICTMS.

To improve the administration and service delivery and management of ICT in the Department, several learning and development interventions were conducted. The +221.43% variance represents the total of 43 ICT capability building activities that were conducted by the ICTMS with 2,583 participants' users trained on ICT applications (30 ICT activities with 1,942 participants for business solutions; 1 ICT activity with 79 participants for data management; 4 ICT activities with 313 participants for infrastructure management; 4 ICT activities with 74 participants for network and technical services; 4 ICT activities with 64 participants for cyber security; and 2 ICT activities with 111 participants for the Office of the Director). It may be noted, however, that the target along the users trained is inclusive due to as need arises (ANA) target.

For the first semester of CY 2022, a total of 48.79% of the continuing funds were obligated with a remaining balance of 4.35% for disbursement. On the other hand, the current fund has obligated a total of 33.34% with 19.98% for disbursement. To ensure full utilization of funds, ICTMS should ensure to revisit the Work and Financial Plan and implement the projects and/or activities as planned.

Based on the previous overall assessment report, most of the recommendations were along the improvement of procurement activities, which in return, once considered, will significantly contribute to the improvement of ICT services and operations within the Department. It will also drive to achieving a cost-effective and efficient use of ICT towards enhancing the competency of the Department in ICT governance.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage uptime for DSWD Central Office, Social Welfare and Development Center for Asia and the Pacific (SWADCAP), National Resource Operations Center (NROC)	99.57%	99%	0.58%	Minor Deviation
Percentage uptime for Field Offices	98.02%	95%	+3.18%	Minor Deviation
Number of DSWD Sub-Regional sites connected to the DSWD Enterprise Network	240	232	+3.45%	Minor Deviation
Percentage of functional information systems deployed and maintained	125.00% (51)	100% (49)	+4.08%	Minor Deviation
Number of information systems developed/enhanced in partnership with business owner	8	7	+14.29%	Minor Deviation
Number of information systems maintained through interventions and corresponding technical assistance to business owners/users	43	42	+2.38%	Minor Deviation
DSWD ICT infrastructure with 95 percent uptime at Central Office	98.78%	95%	+3.98%	Minor Deviation
Number of functional websites developed and maintained	185	145	+27.59%	Minor Deviation
Number of databases supporting programs, projects, and service managed and maintained	279	235	+18.72%	Minor Deviation
Percentage of Technical Assistance (TA) requests responded and resolved within the set Service Level Agreement (SLA) / timeline	98.81%	100%	-1.19%	Minor Deviation
Number of Learning and Development Interventions	45	14	+221.43%	Major Deviation

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
on ICT Service Management conducted				
Number of Users Trained on ICT applications, websites, solutions, tools and products	2,583	ANA	-	Inconclusive

## B. Influencing Factors

### a. Facilitating Factors

1. Upgraded the network infrastructure of DSWD CO-OBS and FOs.
2. Full utilization of a customer satisfaction survey to assess the overall service performance for continuous improvement.
3. Continuous monitoring and optimization to increase the end-user efficiency, improved data integration, and reduced data inconsistency.

## NATIONAL HOUSEHOLD TARGETING SYSTEM FOR POVERTY REDUCTION

### A. Output-level Indicators

The third round of Listahanan 3 nationwide household assessment is nearly on its final phase – Reports Generation and Management Phase. In spite of all the many challenges encountered since 2019, **the project was able to assessed a total of 15,487,655 households nationwide. Of this figure, 36.2% or 5,599,365 households were identified as poor households** after application of the Recalibrated Listahanan 3 Proxy Means Test (PMT) Model. With the implementation of Special Validation for MCCT and RCCT still on-going, the number of assessed and identified of poor households will be updated once the activity has concluded.

**In the first quarter of CY 2022, the NHTO with the assistance of Asian Development Bank (ADB), conducted a recalibration of its Listahanan 3 PMT model.** This initiative aims to capture the “new” poor households that were greatly affected by the pandemic. On 06 June 2022, the proposed enhancement to the Listahanan 3 PMT model was approved by the DSWD Secretary.

**Likewise, The NHTO, through its IT Division, continued to enhanced and developed information systems and applications to have a more improved information sharing through dashboards, and secured Listahanan database.** This includes the development of User’s Manual for the different Information Systems, Name Matching Application and project document, Recalibrated PMT Application, User Management System (UMS) enhancements for Pantawid Special Validation, Targeted Cash Transfer (TCT) Form, and Generated additional HAF for Special Validation.

**Table 3: National Summary of Assessed and Identified Poor Households**

Region	Total Assessed HHs	Identified Poor HHs	
		f	%
CAR	268,141	46,705	17.4%
NCR	711,703	112,107	15.8%
I	973,255	184,281	18.9%
II	693,984	148,160	21.3%
III	1,512,928	270,456	17.9%
IV-A	1,568,137	410,206	26.2%
IVB	651,884	193,478	29.7%
V	1,162,476	541,161	46.6%
VI	1,394,251	536,829	38.5%
VII	1,078,079	454,006	42.1%
VIII	848,662	365,102	43.0%
IX	706,844	375,070	53.1%
X	899,290	385,317	42.8%
XI	900,379	332,317	36.9%
XII	867,465	467,695	53.9%
Caraga	536,836	267,108	49.8%
ARMM	713,341	509,367	71.4%
<b>TOTAL</b>	<b>15,487,655</b>	<b>5,599,365</b>	<b>36.2%</b>

While waiting for the national launching of the Listahanan 3 database, the NHTO and its regional counterpart, continuously promotes and shares the Listahanan 2 in line with Executive Order (EO) 867 s. 2010. **From January to June 2022, the NHTO and NHTS were able to facilitate a total of 645 requests for Listahanan 2 data from various data users from government offices/ agencies, private sector, academe, and other stakeholders.** Of this figure, majority of the requests facilitated are name matching (553), followed by statistics/ raw data (74) and list of data subjects with 18 requests responded.

**Table 4: Listahanan 2 Data Sharing for 1st Semester CY 2022**

Data Shared	NHTO/ NHTS	Accomplishments		Total
		1st Semester	2nd Semester	
Perfected MOA	CO	-	-	-
	FO	-	-	-
Statistics/ Raw Data	CO	17	-	17
	FO	57	-	57
Name Matching	CO	19	-	19
	FO	534	-	534
List of Data Subjects/ Data Generation	CO	13	-	13
	FO	5	-	5
<b>TOTAL</b>		<b>645</b>		<b>645</b>

The NHTO IT Division were able to review and test thirty-one (31) systems/ applications, fourteen (14) Listahanan database reviews, three (3) data generations and three (3) system issues review results. Monitoring and maintenance of Listahanan 3 information systems, ICT resources, hardware, network and databases is also continuous.

Further, on March 31, 2022, the NHTO was issued with **Zero Backlog Certification and Certificate of Compliance** for having no backlog transactions and for complying to the prescribed processing time set by RA 11032 or Ease of Doing Business and Efficient Government Service Delivery Act of 2018.



**The NHTO was also tasked to spearhead the implementation of Community Validation of 3 million qualified Listahanan – Targeted Cash Transfer (TCT) beneficiaries.** This included the estimation of target households from Listahanan 2 database with selection process, alongside the proposed target staff complement for the entire activity, the development of the TCT Form, and the Guidelines for the implementation of Listahanan-TCT Program.

Also, since the engagement of the UCT staff ended despite the several activities still to be continued and implemented, **the remaining task under UCT – Listahanan was turned over to the NHTS.** The NHTS was tasked to carry on with the validation and cash card distribution of unreleased UCT Social Pension and UCT Listahanan beneficiaries.

## **B. Influencing Factors**

### **a. Facilitating Factors**

1. The NHTO and Pantawid NPMO continued to work together to finish the special validation
2. Recalibration of the Listahanan 3 PMT Model has been successfully completed with the support from Asian Development Bank (ADB)
3. The Listahanan personnel continues to deliver their commitment to the project through collective efforts, perseverance and most importantly, resiliency
4. Approved 2022 NHTO Communication Plan which focuses on the utilization of the Listahanan 3 database
5. Conduct of Listahanan 3 National Program Review and Evaluation Workshop (PREW) which covered not only the previous calendar year but all of the Listahanan 3 phases starting from the preparation phase in 2019.
6. Standardization of NHTO Standard Operating Procedures (SOP)

### **b. Hindering Factors**

1. Listahanan 3 national launching were put on-hold due to the directive to delay launch until completion of the remaining unassessed Modified and Regular Conditional Cash Transfer (MCCT and RCCT) Pantawid Pamilyang Pilipino Program (4Ps) household beneficiaries
2. Coping with timeline for the Special validation due to insufficient staff
3. Some of the NHTS has difficulty in coping with the timeline due to insufficient staff to handle the encoding and the verification of Household Assessment Forms for both areas
4. Late downloading of funds for the implementation of MCCT Special Assessment
5. Difficulty in retrieving the household assessment forms for NHTS BARMM LaMa due to distance of the Field Office and the MSSD BARMM office.
6. In NHTS IX, the logistical challenge of ferrying the HAFS to MSSD MCCT in Cotabato City for encoding and then ferried back to Zamboanga City for verification by NHTS, prompted both the NHTS and MCCT to decide the encoding of HAFS be conducted at the Pantawid satellite office located in Tetuan, Zamboanga City. The decision, however, neglect to account that the satellite office in Tetuan, has only 7 staff, and are not enough to encoded around 4, 000 HAFS for a short period of time aside from performing their regular office tasks. Although, some RCCT staff from Basilan, did encode and verify some HAFs, but it was almost a negligible solution to the challenge.



7. The conduct of household assessments in 2021, almost left no HAFs for special validation in NHTS – BASULTA. To resolve this, NHTS coordinated with NHTS IX for supplementary HAFs (the HAFs for RCCT will be requested from NHTS-NCR). However, the challenged with using other region’s HAFs, is the household IDs must be manually inputted to the system instead of barcoding which was an additional task for an already short-handed manpower.

## SOCIAL MARKETING

### A. Output-level Indicators

**All output indicators of social marketing activities conducted during the first semester 2022 exceeded the annual targets with major deviations.** A total of 817 press releases were issued to national and regional media during the first semester 2022 with positive major deviation of 278.24%. Majority or 96% (784) of press releases were published in leading newspapers and news websites.

**The accomplishments on the Information Caravan On-the-Air also exceeded the annual target within the first semester 2022.** A total of 350 radio spots were aired by the Field Offices as against the target of 64 Information Caravan during the first semester.

**Meanwhile, 2,019 IEC materials were able to produce by SMS with 300.60% positive major deviation during the first semester.** These includes digital materials for social media, bite-sized videos and audio visual presentations for various activities. Positive deviations of output indicators were associated to the heightened advocacy on various social welfare and development concerns and programs updates.

As recommended during the CY 2021 Assessment Report, the SMS was able to finalized and issued the DSWD Strategic Communication Plan 2021-2024 designed to meet the challenges of ownership and wider participation in achieving the thrusts and priorities of the Department aligned to the DSWD Strategy Map. This communication plan promoted the DSWD Strategy and PGS Pathways and further strengthen the public image of the DSWD as highly efficient in governance.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
<b>Number of social marketing activities conducted</b>				
a. Information caravans On-Air	350	64	446.88%	Full target achieved (Major deviation)
b. Press releases	817	216	278.24%	Full target achieved (Major deviation)
Number of IEC materials developed	2,019	504 (2021 Targets)	300.60%	Full target achieved (Major deviation)

## B. Outcome-level Indicators

The measurement of SMS outcome indicator is the conduct of Online Knowledge, Attitude, and Practice (KAP) Survey conducted by the Social Marketing Units of the DSWD Field Offices. **Based on the 2021 KAP survey, 93% of the respondents aware of at least 2 DSWD programs, aside from 4Ps. Two (2) DSWD programs with high awareness rating are SLP with 54.95% awareness rating and AICS with 42.93% awareness rating.**

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Percentage of respondents aware of at least two DSWD programs except 4Ps	93%	90%	3%	Full target achieved (Major deviation)

## C. Influencing Factors

### a. Facilitating Factors

1. Good working relationships with media partners to provide timely and accurate information about the DSWD programs and services.
2. The demand for the public information on the Department's programs and services in the time of pandemic maximized the public relations opportunities for the Department.
3. Digital platforms and social media engagements further strengthened the advocacy campaign.
4. Conduct of communication research provides evidence information to measure the outcome of the SMS Key Results Areas.

### b. Hindering Factors

1. Low budget for SMS Activities for CY 2022
2. Lack of necessary ICT equipment for social media campaign and software can be used for graphic design.
3. Limited staff complements

## KNOWLEDGE MANAGEMENT

### A. Output-level Indicators

**Both performance indicators on knowledge management had minor deviation for the first semester.** The SWIDB was able to maximize the use of online platforms in conducting knowledge sharing sessions (KSS) and other activities fostering the culture of KM which entail minimal to no cost. For the 1<sup>st</sup> semester, 32 knowledge products were reported which are how-to-guides, good practice documentations, and research and development studies. Further, a total of 53 big group knowledge sharing sessions have been conducted which were mostly orientations, program review and evaluation workshops, and fora. Also in this semester, a Knowledge Product (KP) Toolkit was developed, which will provide users with templates and rubrics for various KPs aimed at standardizing the content and quality of KPs the Department produces.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of knowledge products on social welfare and development services developed	32	33	-3.03%	Minor Deviation
Number of knowledge sharing sessions conducted	53	58	-8.62%	Minor Deviation

## B. Influencing Factors

### a. Facilitating Factors

1. Use of online and face-to-face modes for DSWD activities
2. Accreditation of PRC Continuing Professional Development (CPD) units/credits
3. Availability of guidebook for Learning and Development
4. Resumption of SWADCAP for training and other learning activities
5. Launching of the DSWD Knowledge Portal

### b. Hindering Factors

1. Lack of mechanism and resources to establish networks to improve delivery of SWD services
2. Some activities were moved to 2<sup>nd</sup> semester as new administration assumes their offices

## RESOURCE GENERATION AND MANAGEMENT

### A. Output-level Indicators

**The amount of grants accessed was already achieved as early as the first half of the year.** Despite the limited data on the actual amount of grants accessed by the Department to support Technical Assistance Facility (TAF)-funded activities and projects, the estimated amount based on the approved rolling work plans with the United Nations International Children's Emergency Fund (UNICEF) and the Food and Agriculture Organization of the United Nations (UNFAO) already exceeded the annual target for CY 2022 with minor deviation as of the first semester of the year.

**The completion of Technical Assistance Facility-funded activities and projects remains lagging behind.** Overall, there are 18 TAF-funded activities and projects for implementation in 2022. While some have been carried over from the previous year, only two (2) were monitored as completed as of the first half of the year, registering major deviation from the annual target. The other ongoing projects are expected to be completed towards the end of the year.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
Number of TAF-funded activities/projects completed	2	18 <sup>6</sup>	-88.89%	Major deviation
Amount of grants accessed to support TAF-funded activities and projects (in Php)	190,496,445.33 <sup>7</sup>	150,000,000.00 <sup>8</sup>	+12.29%	Minor deviation

**Half of the budget for RGMO has been obligated and most of which was disbursed accordingly.** Though the RGMO has no dedicated budget allocation in the General Appropriations Act for FY 2022, a total of Php2.19 Million was pooled from various sources for the use of the Office. Of this amount, Php1.13 Million was already obligated as of the first semester of 2022, registering an obligation rate of 51.63%. The disbursement rate, on the other hand, was significantly higher at 91.00%.

## B. Influencing Factors

### a. Facilitating Factors

1. Adoption of project tracking and monitoring tools (provisionally the Project Tracking and Monitoring Database while waiting for the development and deployment of the RGMO Technical Assistance Support System)
2. Engagement with additional development partners (i.e., International Organization for Migration and United Nations World Food Programme)
3. Approval of the Guidelines on Accessing and Managing Resources from the Development Partners (Administrative Order No. 15, series of 2022)
4. Ongoing initiatives to strengthen the DSWD Resource Generation and Management System through the formulation of the Resource Generation and Management Agenda
5. Capacity building activity on Project Development and Management Fundamentals
6. Allocation of funds for RGMO was pooled from the regular funds of other offices which permitted the continuous operations of the Office

### b. Hindering Factors

1. Delayed approval of the UNICEF and UNFAO Rolling Work Plans (second quarter of 2022)
2. Differences on the prices of office supplies based on the initial purchase request
3. Failed first bidding for the equipment repair

## OFFICE OF STRATEGY MANAGEMENT

<sup>6</sup> Figure is based on the HPMS Form 4 submitted by RGMO. According to them, the RGMO recalibrated and reviewed their work plans and identified 18 ongoing projects for implementation in 2022.

<sup>7</sup> Sum of estimated amount of grants accessed based on existing work plans with development partners; most of the funds are disbursed by the development partners, while only Php230,039.00 was disbursed by the Department

<sup>8</sup> Figure is based on the endline target set in the DSWD Strategic Plan 2018-2022

## A. Output-level Indicators

**Average performance result. 45% or five (5) of the eleven (11) performance commitments were accomplished.** There were six (6) missed performance targets. All the OSM units failed to systematically lay down a detailed plan as reference for identifying the set of activities related to the performance of commitment resulting to missed deliverables.

## B. Influencing Factors

### a. Hindering Factors

1. Lack of quality review of delivered outputs. Process of review is necessary to ensure that expected outputs were done with quality, skills of personnel were improved and developed, and expected outputs were delivered on time. There were outputs that were not clear and did not meet the performance expectations.
2. System of monitoring the progress and status of each performance commitment is not a consistent practice. Monthly operations review and quarterly performance assessment is an operational discipline set by the Performance Governance System. However, these mechanisms did not become a practice with the OSM.
3. Absence of concept or design document related to the execution of the performance commitment. A design or concept document serves as a tool for knowing what is to be done and how things should be done. Having a clear picture of how to go about an idea or initiative provides a high rate of success for every endeavor. Henceforth, the absence of the concept or design affects the expected result of a particular activity/initiative.
4. Lack of discussion to set clear expectations related to the quality of expected performance outputs. Leveling of expectations especially when it comes to expected performance results or outputs avoids future misunderstanding and provides a focus for teams during the delivery of certain performance commitments. There were times that leveling of expectation were not being observed.

## RECOMMENDATIONS

### POLICY AND PLAN DEVELOPMENT

#### A. Recurring Recommendations

##### ***On processes***

1. Maximize information technology solutions and online means of communication in frontline service and collection of information
2. Establish and/or strengthen mechanisms for information sharing, coordination and communication with relevant partners to keep each other abreast with all the developments in the sector
3. Monitor vertical and horizontal alignments of pandemic responsive plans and policies subscribing to regional commitments, social protection operational framework and rights-based approach paradigm in the implementation of national and local policies



4. Continue popularizing the policies, plans, and evidences by strategically strengthening buy ins from OBSs, executive offices, attached agencies, supervised agencies, NGAs, and legislators
5. Enhance capacities of staff through attendance to capacity building activities and continue holding of brown bag sessions.

## **B. New Recommendations**

### ***On processes***

1. Inclusion of enhanced Social Protection indicators as one of the core areas in the Seal of Good Local Governance (SGLG) being implemented by the Department of the Interior and Local Government (DILG).
2. Review the Existing Indicators of the PDPB along Policy, Planning and Research and Evaluation.

## LEGISLATIVE LIAISON

## **A. Recurring Recommendations**

### ***On human resource***

1. Funding support/Increase DLLO Budget to cover the payment of salary of COS positions under the DLLO.

## **B. New Recommendations**

### ***On processes***

1. Strengthen linkage between the legislative staff of identified authors and proponent DSWD Offices/Bureaus for the conduct of briefing on the proposed measures of DSWD Priority Legislation in the 19th Congress.

## SOCIAL TECHNOLOGY DEVELOPMENT

## **A. New Recommendations**

### ***On processes***

1. Given the high accomplishments for the number of intermediaries trained on completed social technologies, consider indicating targets for this indicator for the first semester of CY 2023.
2. Aside from technical assistance, require the FOs to submit a monthly monitoring report in order to properly monitor the conduct of activities as well as the utilization of funds.
3. Pursue the development of the Bureau Roadmap to harmonize the communication plan, digitalization plan, and social marketing plan and to serve as an overarching framework for the strategic promotion and institutionalization of the Bureau.

### ***On planned deliverables***

1. Pursue with the development of the 5-year Social Technology Agenda and the conduct of Strategic Planning to ensure alignment of the Bureau's plans and priorities with that of the Department's Thrust and Priorities, Policy Agenda and Strategy Refresh.

## INTERNAL AUDIT

### B. Recurring Recommendations

#### ***On planned deliverables***

1. Continue implementing the activities of IMP using various alternative means as much as possible to deliver the targeted integrity measure activities while maintaining health and safety of IMP personnel.

### C. New Recommendations

#### ***On processes***

1. Provide the auditors with Continuous Professional Education (CPE) in order to equip or apprise them on internal auditing.
2. Reactivate and reconstitute the IMC in the context of the new administration to ensure the continuous conduct of IMP activities.
3. Plan the IAS activities before the year of implementation with corresponding accurate estimates of budgetary requirements to avoid revision of WFP and low utilization of funds.

#### ***On planned deliverables***

1. Establish mechanisms to ensure that four (4) FO auditees will reach full compliance by end of CY 2022.
2. Ensure that IMP activities contribute to the Public Expenditure Management (PEM) outcomes particularly on the institutionalization of programs and systems and institutionalization of platforms for monitoring effective resource management.

## INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT

### D. Recurring Recommendations

#### ***On processes***

1. Partnership with other agencies to facilitate ICT procurement and strengthen collaboration with other DSWD OBS and FOs to facilitate internal efforts for the development of 2023 – 2026 Information Systems Strategic Plan (ISSP).
2. Advancing for other procurement solutions such as Multi-Year Obligational Authority (MYOA) and Multi-Year Contract (MYC) for recurring ICT projects.
3. Streamlining of procurement transactions thru Business Process Reengineering (BPR). Technical assistance on Business Process and Requirements Analysis (BPRA) can be provided by the ICTMS to the Administrative Service (AS) and the Bids and Awards Committee (BAC) including the BAC Secretariat and the BAC Technical Working Group (TWG).
4. Request for management intervention, direction, and advice on how we can effectively respond to the demands of the service for various ICT service management requirements while dealing with the rigid procurement procedures and inflexible finance and management policies.
5. Inclusion of information systems and/or other initiatives and projects of OBSUs in their OPC, for accountability of the business owners

## E. New Recommendations

### ***On processes***

1. ICTMS may request for technical assistance from the Administrative Service (AS) to discuss concerns on procurement and come up with a realistic work plan and concrete solutions to the existing concerns to improve ICT service delivery and operations.

### ***On targeting***

1. Improve targeting by reconsidering setting as need arises “ANA” as performance targets indicator. The accomplishment for this semester may be considered in crafting target for the performance indicator with ANA targets.

## NATIONAL HOUSEHOLD TARGETING SYSTEM FOR POVERTY REDUCTION

## A. New Recommendations

1. Continuous facilitation of plans and activities for the Data Generation and Reports Management Phase such as submission of proposals, marketing and coordination with potential data users of Listahanan 3;
2. Proceed to conduct the Listahanan 3 results launching scheduled on 3rd quarter to commence with the orientation and data sharing among stakeholders;
3. Crafting of the National and Regional Profile of the Poor once the final PMT results is available for sharing;
4. In the conduct of the Special Validation activities, the Listahanan will ensure continuous and proper coordination and collaboration with the Pantawid Pamilyang Pilipino Program for a faster and better implementation to meet the set deadline of the activity;
5. Comply with the observations reflected on the ISO audit report and continuous submission, reviewing and updating of the required documents.
6. Given the delay of National and Regional database launching, amendments of deliverables stipulated in the Office Performance Contract.

## SOCIAL MARKETING

## A. Recurring Recommendations

### ***On processes***

1. Explore on possible measures to establish the link between the social marketing activities conducted and the knowledge of stakeholders on DSWD programs and services as well as additional metric that will gauge availment or access of SWD programs and services

### ***On financial management***

1. Ensure proper allocation of budget and inclusion of ICT infrastructure needs in the Department ISSP

### ***On human resource***

2. Further strengthen the workforce complement by upgrading Regional Information Officers to a higher salary grade and securing the tenure of existing personnel, both in the Central and Field Offices

## **B. New Recommendations**

### ***On processes***

1. Improve coordination with Information Officers from the Central Office and Field Offices through Consultation and Feedback to better execute the strategies laid in the Internal Communication System
2. Strengthen partnerships with other government communication channels and experts

## KNOWLEDGE MANAGEMENT

### **A. Recurring Recommendations**

#### ***On processes***

1. Adopt of innovative ways of knowledge sharing that are sustainable and replicable
2. Move towards results-oriented knowledge management initiatives
3. Focus on monitoring outcome level indicators related to the utilization of KPs and gains from KSS

#### ***On planned deliverables***

1. Produce digital learning modules as a new way to document and cascade knowledge on SWD

## RESOURCE GENERATION AND MANAGEMENT

### **A. Recurring Recommendations**

#### ***On planned deliverables***

1. Continue the planned activities in developing the policy guidelines (i.e., Resource Generation and Management Agenda) for more efficient and effective processes of resource generation and management

#### ***On processes***

1. Continue close monitoring and coordination of ongoing collaborative partnerships through existing and upcoming project monitoring and tracking tools

### **B. New Recommendations**

#### ***On planned deliverables***

1. Conduct cascading sessions on the DSWD Guidelines on Accessing and Management of Resources from Development Partners (Administrative Order No. 15 series of 2022)
2. Conduct Donor's Forum to further strengthen engagement and partnership of the Department with development partners

## OFFICE OF STRATEGY MANAGEMENT

### A. New Recommendations

#### ***On processes***

1. Set a workable timeline for the missed deliverables in the next semester.
2. Schedule detailed planning for critical activities necessary for each performance commitment and identify expected related outputs for purpose of identifying responsible personnel and expected timeline of completion.
3. Creation of a technical review team to provide inputs, review comments, and benchmarking to level-up quality of outputs, skills enhancement of responsible personnel, and prompt delivery of expected output/s.
4. Development of an internal monitoring dashboard for tracking progress and status of performance targets to avoid the rush or falling to just mere compliance.
5. Conduct monthly operations reviews and performance of quarterly performance assessments.
6. Make a habit or practice for all units to have a concept or design document.
7. Levelling of expectations related to the expected deliverables should be a consistent practice within the OSM to ensure quality of outputs for certain deliverables.



## GENERAL ADMINISTRATIVE AND SUPPORT SERVICES

The **GENERAL ADMINISTRATIVE AND SUPPORT SERVICES (GASS)** provides leadership and administrative management support to the entire operations of the Department. It is the main responsibility of GASS to ensure that all the administrative tasks are delivered based on the target and its timelines, specifically in the management of assets, infrastructure development, financial and human resources, procurement activities, legal assistance and other strategic support services. The accountable offices under GASS are the following:

The **Finance and Management Service (FMS)** is responsible for the preparation and implementation of an effective financial plan to support the Department's operation of the programs, activities and projects and other organizational functions. FMS also ensure that the financial performance of the Department has been evaluated and reported accordingly.

The **Procurement Management Service (PMS)** which was recently reverted back as the Procurement Management Division under the Administrative Service (AS-PMD)<sup>9</sup>, is mandated to ensure the efficient, effective, and timely provision of goods and non-consulting services, contracting for infrastructure projects, and consulting services to support the DSWD in attaining its vision and mission.

The **Human Resource Management and Development Service (HRMDS)** is primarily responsible for services related to personnel movement, personnel administration, learning and development, and ensuring the wellbeing of DSWD personnel toward greater employee productivity and overall organizational effectiveness.

The **Legal Service (LS)** provides legal assistance and support to the DSWD, its various OBSUs and personnel by handling administrative and litigated cases involving the DSWD and its personnel, providing legal opinions and advice on matters involving the DSWD's mandate and exercise of its official powers and functions, and rendering related services.

The **Administrative Services (AS)** provides and upkeep the logistic and other administrative support service requirements such as infrastructure maintenance, property management, records management, transportation management, communication services, utilities management, and janitorial and security services.

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<sup>9</sup> By virtue of DSWD Administrative Order No. 03, series of 2022

## ASSESSMENT, CHALLENGES, AND OPPORTUNITIES

### FINANCIAL MANAGEMENT

#### A. Output-level Indicators

All of the performance indicators along financial management except for two have negative major deviations from the set targets for 2022. The percentage of Notice of Suspension or Notice of Disallowance was fully complied within the timeline. Meanwhile, the targets for other indicators were not met.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
1. Percentage of budget utilized				
a. Actual obligations over actual allotment incurred	38.22%	100%	-61.78%	Major Deviation
b. Actual disbursements over actual obligations incurred	74.31%	97%	-22.69%	Minor Deviation
2. Percentage of cash advance liquidated				
a. Advances to officers and employees				
i. Current year	49.67%	100%	-50.33%	Major Deviation
ii. Prior years	49.23%	100%	-50.77%	Major Deviation
b. Advances to Special Disbursing Officers (SDOs)				
i. Current year	43.45%	50%	-6.55%	Minor Deviation
ii. Prior years	56.85%	100%	-43.15%	Major Deviation
c. Inter-agency transferred funds				
i. Current year	9.99%	40%	-30.01%	Major Deviation
ii. Prior years	39.39%	75%	-35.61%	Major Deviation
3. Percentage of Audit Observation Memorandum (AOM) responded within timeline	58.82%	100%	-41.18%	Major Deviation
4. Percentage of Notice of Suspension (NS) or Notice of Disallowance (ND) complied within timeline	100%	100%	0%	Full target achieved

## B. Influencing Factors

### a. Hindering Factors

1. Late submissions of response to AOMs by different OBSUs

## PROCUREMENT MANAGEMENT

### A. Output-level Indicators

**The performance on procurement services is relatively on track.** The following were the remarkable accomplishments along procurement services for the first semester of 2021: (1) full compliance with all reportorial requirements from oversight agencies, (2) provision of technical assistance on various procurement projects to concerned offices (as requested or as initiated through procurement facilitation meetings), and (3) garnering satisfactory rating from most procurement partners. However, there was a gap in the performance particularly on the completion of all procurement projects for the reporting period due to cancellation, failed procurement or selection process, need for revision, ongoing processing, and reimbursement. Overall, a total of 9,127 purchase requests were awarded and contracted on time out of the 12,609 purchase requests received by AS-PMD and its regional counterparts.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
1. Percentage of procurement projects completed in accordance with applicable rules and regulations	72.38% (9,127 of 12,609)	100.00%	-27.62%	Minor deviation
2. Percentage compliance with reportorial requirements from oversight agencies	100.00% (69 of 69) <sup>10</sup>	100.00%	0.00%	Full target achieved
3. Percentage of Technical Assistance provided to Central Office OBSUs and Field Offices relating to various procurement projects as requested and/or as initiated through Procurement Facilitation Meetings	100.00% (248 of 248) <sup>11</sup>	100.00%	0.00%	Full target achieved

<sup>10</sup> Based on the submitted HPMS Form 4, the number of reports required by oversight agencies complied with was 80 which is more than the total number of reports required by oversight agencies of 69, nevertheless the excess is not considered in this report hence the resulting percentage of 100%

<sup>11</sup> Based on the submitted HPMS Form 4, the total number of technical assistance provided was 249 which is more than the total number of requests for technical assistance of 248, nevertheless the excess is not considered in this report hence the resulting percentage of 100%

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
4. Percentage of Central Office OBSUs and other procurement partners satisfied with the services rendered	93.56% (1,452 of 1,552)	100.00%	-6.44%	Minor deviation

## B. Influencing Factors

### a. Facilitating Factors

1. Regular conduct of Procurement Facilitation Meetings to various stakeholders and concerned offices.
2. Continuous provision of technical assistance on procurement.
3. Periodic updating of the registry of suppliers/bidders/service providers and price monitoring.
4. Continuous compliance to relevant policies and guidelines particularly the Performance-Based Bonus requirements<sup>12</sup>.

### b. Hindering Factors

1. Procurement projects that resulted to cancellation, failed procurement or selection process, prolonged evaluation and post-qualification process.

## HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

### A. Output-level Indicators

**Most of the performance indicators were achieved within the semester.** There were a total of -50.37% variance in the accomplishment along filling-up of vacant positions within the set timeline, or 49.63% or 67 positions of the 100% or 135 requests for posting were filled-up within the semester. The reason for variance is due to the imposed election ban which prohibits the Department to issue appointments and promotions that negatively affect the staffing requirements of the Department.

A total of 131% or 382 regular staff of the 25% or 250 target were provided with at least one (1) Learning and Development Intervention (LDI), i.e. training, educational support, etc., for the semester. The variance of +31.20% can be attributed to the conduct of various in-house LDIs and access to free online course offerings and webinars; continuous dissemination of external specialized training of the accredited learning service providers and; continuous implementation of the Administrative Order No. 16 series of 2018 or the “Enhanced Educational Support for DSWD Employees”.

1,892 or 100% of the target along the provision of compensation/benefits of staff within the timeline were accomplished within the semester.

<sup>12</sup> Requirements include the Philippine Government Electronic Procurement System postings, undertaking of early procurement activities, posting of the Annual Procurement Plan based on the General Appropriations Act at the Agency Transparency Seal, submission of the Annual Procurement Plan for Common-Use Supplies and Equipment for CY 2022 and the Agency Procurement Compliance and Performance Indicators for CY 2021

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
1. Percentage of positions filled-up within timeline	49.63% (67)	100% (135)	-50.37%	Major Deviation
2. Percentage of regular staff provided with at least 1 Learning and Development Intervention (LDI)	131% (328)	25% (250)	+31.20%	Major Deviation
3. Percentage of staff provided with compensation/benefits within timeline	100% (1,892)	100% (1,892)	0.00%	Full target achieved

## B. Influencing Factors

### a. Facilitating Factors

1. Conduct of various in-house LDIs for DSWD employees.
2. Continuous dissemination of external specialized training from accredited learning service providers.
3. Continuous implementation of Administrative Order No. 16 series of 2018 or the “Enhanced Educational Support for DSWD Employees”.

### b. Hindering Factors

1. There were changes occurred in the planned LDIs for CY 2022. Though the LDIs provided by the HRMDS also includes COS workers and FO personnel, the data of accomplishment has not been reflected in the report because the performance indicator is for regular staff only.
2. Lack of IT equipment, online applications, and other resources of HRMDS for the development and conduct of face-to-face, virtual and/or blended delivery of LDIs.
3. Election ban that prohibits the Department to issue appointments and promotion.

## LEGAL SERVICES

### A. Output-level Indicators

Overall, using the original targets of the Legal Service, based on the approved DSWD Strategic Plan, which is 100% for all its indicators, **the Legal Service has fully achieved its targets, except for one indicator which is the *Administrative Disciplinary Cases Judiciously Resolved***. However, it must be noted that for this indicator, the resolutions are subject to administrative legal process in the manner prescribed in the 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS), which is somehow beyond the control of the Legal Service.



**For the 1st Semester CY 2022, the Legal Service received a total of eighteen (18) complaints which were all acted upon.** Among these, four (4) complaints/ incident reports were dismissed or no Show Cause Order was issued; ten (10) complaints/ incident reports were with various recommendations from Legal Service, such as memos for additional documents, fact-finding investigation, endorsement to Grievance Committee (GC), proceeded to Progressive Disciplining (PD), and endorsement to the Presidential Anti-Corruption Committee (PACC), Office of the Ombudsman (OMB) or Civil Service Commission (CSC); while the remaining four (4) complaints/ incident reports proceeded to Formal Charge or the issuance of Show Cause Order.

**In terms of Administrative Disciplinary Cases Judiciously Resolved, the Legal Service had seven (7) existing administrative cases carried over from the previous year and another four (4) new cases this year from those that proceeded to a formal charge.** Of these, 3 administrative cases were resolved, which are all from the previous year cases. While the remaining eight (8) administrative cases are now undergoing administrative legal process in the manner prescribed in the 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS). Relative to this, the Legal Service conducted 4 hearings and 16 administrative disciplinary pleadings were issued such as summons, notices, orders, and memos.

**For the Litigated Cases Attended and Represented the Department or Department Personnel, the Legal Service has attended and represented all eighteen (18) Litigated cases.** Five (5) of these are hearings attended representing Department/ DSWD personnel and other clients in all other cases, such as for the Pre-Marking of Evidence and Formal Hearing through videoconferencing with the Commission on Election (COMELEC) and hearings for criminal case wherein Legal Service lawyers were designated as Private Prosecutor. Moreover, eleven (11) of these were pleadings made by Legal Service in the different courts such as the Supreme Court (SC), Commission on Audit (COA) for the money claim cases and the Presidential Anti-Corruption Commission (PACC) on behalf of the Department. And, two (2) cases were endorsed to Office of the Solicitor General (OSG) as part of the agreement between the DSWD-OSG Taskforce.

And for the Request for Legal Opinions and Technical Assistance, this 1st semester CY 2022, **Legal Service received and processed a total of 866 requests for Legal Assistance from different Central Office-OBSUs, Field Offices (FO) partner agencies** and concerned citizens. Of these, 316 were request for Legal Opinions and Queries; 149 were request for Technical Assistance which were all addressed; and 401 are Freedom of Information (FOI) requests as Decision Maker for CY 2022.

**For the financial performance, the Legal Service as of 1st semester CY 2022, has only utilized 31% (PhP 428,000.00) of its total budget (PhP 1,384,00.00),** which primarily include the processed allowances of pertinent OSG Solicitors covering January to April 2022. the utilization of the Legal Service may significantly increase upon submission of the needed accomplishments and related documents - coupled with the payment of issued procurement requests of the office.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Targets for CY 2022 <sup>13</sup>	Variance	Assessment
1. Percentage of Preliminary Investigations Acted Upon <sup>14</sup>	100%	100%	0%	Target Achieved
2. Percentage of Administrative Disciplinary Cases Judiciously Resolve	27%	100%	-73%	Major Deviation
3. Percentage of Litigated cases Attended and Represented the Department or Department Personnel	100%	100%	0%	Target Achieved
4. Percentage of Request for Legal Opinions and Technical Assistance	100%	100%	0%	Target Achieved

## B. Influencing Factors

### a. Facilitating Factors

1. All of the permanent vacant positions that occurred in the last semester of CY 2021 were filled-up at the end of the 1st Semester of 2022.
2. As a result of the previous year's recommendation to continuously coordinate with other Offices for fund augmentation, the Program Management Bureau allocated the budgetary requirements for the LS COS staff under their PSIF-Com Based Funds until October 2022 (in lieu of discontinued funding from GASSG).
3. Automation and adoption of available ICT advancements and its application to the LS processes and procedures.
4. Use of different monitoring tools such as Google sheet, Google Docs and Legal Case Portal for routing documents, checking and updating of status requests/cases, and reporting.
5. Legal Service personnel also attended capacity building seminars and workshops to improve their skills and capabilities.

### b. Hindering Factors.

1. Resolution process beyond the full control of the Legal Service affects the resolution of administrative disciplinary cases.
2. Separation from service of personnel resulting to additional workload for those who are left behind.

<sup>13</sup> Based on original targets of LS as indicated in the DSWD Strategic Plan

<sup>14</sup> Newly added indicator in line with OPC targets and ISO Certification initiatives

## ADMINISTRATIVE SERVICES

### A. Output-level Indicators

**Most targets continue to be outstandingly achieved, but some offices need to start setting baseline targets.** The +1,275% variance in the total number of facilities repaired/renovated remains a testament to the continuous efforts of the Department to properly maintain its structures and facilities. However, though commendable, assessment of accomplishments must still be interpreted with caution as not all offices reported actual targets (i.e. Central Office, I, IV-A reported to having “0” or no target at all).

**Ninety-one percent (91%) or almost all repairs and renovations last semester was done in the Central Office (1,561 repairs/renovations), given that it has the greatest number of buildings and largest land area.** Field Office I followed suit at 173 repairs/renovations and Field Office IV-B at 40 repairs/renovations. Considering that DSWD offices/buildings need to be continuously maintained especially during the COVID-19 pandemic where safety and sanitation protocols must be followed, a yearly average of repairs/renovations could be identified and set as benchmark for succeeding years.

Meanwhile, **the DSWD was able to secure the titles of 21 out of 25 Real Properties (84%)** which was on-target for the first half of CY 2022. The continuous provision of technical assistance and close coordination with key offices (i.e. follow-up letters and online meetings with DENR, Office of the President, etc.) greatly helped accomplish higher targets this year compared to CY 2021 (72% real properties titled).

As for records management, **digitization rate was at 100.16% (on target) during the first half of the year**, with the bulk coming from Field Offices XI (515,882 records) and CAR (52,498 records). Together, they compose 91.6% of all the digitized documents combined. Records disposal rate was also more than the set goal for the semester (+37.2% variance), mostly done by the Central Office (1,896 disposed records), Field Office XI (823 disposed records) and Field Office V (498). The numbers could have been higher if not for the delays in the approval of proposed amendments to the DSWD Records Disposition Schedule (RDS) and the requests for disposal to the NAP.

**Only the vehicle maintenance garnered a less than ideal figures so far with a minor variance of -2.29%**, but only due to the age and condition of some vehicles offices and some offices (i.e. FO VII) making less Purchase Requests for repairs in the first two quarters of the year.

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
1. Number of facilities repaired/renovated	1,925	140	+1,275%	Major Deviation
2. Percentage of real properties titled	84%	84%	0	Full Target Achieved
3. Number of vehicles maintained and managed	384	393	-2.29%	Minor Deviation
4. Percentage of records digitized/disposed				
a. Percentage of records digitized	100.16%	100.16%	+0%	Full Target Achieved

Indicators	Accomplishment as of 1 <sup>st</sup> Sem. 2022	Target for CY 2022	Variance	Assessment
b. Percentage of records disposed	39.07%	1.87%	+37.2%	Major Deviation

## B. Influencing Factors

### a. Facilitating Factors

1. Continuous provision of technical assistance in relation to repairs and renovations.
2. Use of online platforms/technologies for key activities such as inter-agency meetings and land surveys to fast track the application of DSWD real properties.
3. Reengineering of Source Codes and Modules of the PREMIS Monitoring Tool.
4. Implementation of the Vehicle Preventive Maintenance Program of all fleet to ensure more cost-effect repairs.
5. Daily conduct of Battery-Lights-Oil-Water-Brakes-Air-Gas (BLOWBAG) checking for all DSWD vehicles.
6. Digitization/Scanning of administrative issuances and other documents enabled the move from manual to electronic retrieval of files. Requests for documents can now be immediately accommodated due to the digitization of files, as well as the utilization of Document Management System.
7. Availability of facility for housing records awaiting disposal (e.g. FO IV-B documents transferred to the rented warehouse in QC).

### b. Hindering Factors.

1. The Department has yet to fully keep up with the increasing demand for repairs and renovations brought by the growing number of services/offices and employees.
2. Delays on repair and maintenance due to the limited budget and availability of materials.
3. The employment status of skilled personnel also delays the provision of technical assistance.
4. Presence of Informal Settler Families (ISFs)/ Claimants.
5. Legal matters such as the titling of RSCC and GRACES under NHA.
6. Timeliness of government agencies such as DENR, LRA and other concerned stakeholders in facilitating titling documents.
7. Functionality of source codes developed for the enhancement of the PREMIS.
8. Some shuttles/vehicles have been operating for more than 20 years already and would often breakdown.
9. Number of shuttles could not cater to all activities (e.g. trainings, seminars, workshops).
10. Limited number of drivers available to be assigned during night shifts especially for disaster operations.
11. Lack of funding for Supplies for archival of digitized records such as acid free boxes and folders.
12. Delays in the approval of the proposed amendment of the Records Disposition Schedule (RDS) which resulted to the piling up of some DSWD records (e.g. Pantawid records).

## RECOMMENDATIONS

### FINANCIAL MANAGEMENT

#### A. Recurring Recommendations

##### *On processes*

1. Provide technical assistance to all program finance officers and program focal persons on the proper utilization of funds through their approved WFP and MDP.

##### *On planned deliverables*

1. Consistently monitor the different program finance officers and program focal persons and follow-up on the 100% utilization of all program fund balances.

### PROCUREMENT MANAGEMENT

#### A. Recurring Recommendations

##### *On processes*

1. Continuous conduct of technical assistance to facilitate early procurement process.
2. Closely monitor end-users' procurement plans through prompt reminders and communications to constantly revisit their Work and Financial Plan to ensure that all procurement projects are facilitated on time.

#### B. New Recommendations

##### *On processes*

1. Expedite processing of purchase requests up to awarding and completion of the project within the timeline.
2. Processing and deliberation of the Bids and Awards Committee Resolution.
3. Updating of the registry of suppliers/bidders/service providers and price monitoring.
4. Proactive compliance to all guidelines, and regulations of the oversight agencies relative to procurement management, including the activities on ISO in 9001-2015.

### HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

#### A. Recurring Recommendations

##### *On processes*

1. Improve the HRMDS communication with Field Offices to prompt submission of reports on the status of filling up of vacancies and other performance indicators.

##### *On planned deliverables*

1. Continue to organize free webinars and online courses to create more opportunities for learning and capacitating DSWD employees.

#### B. New Recommendations

##### *On processes*

1. HRMDS to strengthen and provide constant guidance to the FOs and strictly observe and implement the Standard Operating Procedures (SOP) in the recruitment selection and placement processes to ensure that filling-up of vacant positions in the FOs were facilitated, based on the prescribed timeline, which in result, will ensure full utilization of funds intended for this purpose; and concerns on human resources and/or staffing requirements were addressed accordingly.



2. Along the learning and development intervention (LDI), the HRMDS may consider to separate a report of the staff provided with LDI through HRMDS fund vis-à-vis the staff provided with LDI through OBS and FOs fund; as well as those who were able to attend through free webinars, to properly account the total number of staff provided with LDI, based on available resources. HRMDS should continue to lobby for additional fund for this purpose and access to LDI from accredited learning service providers. Prioritization of staff to attend the LDI may consider those who have poor to satisfactory adjectival rating in the Individual Performance Contract Review (IPCR), who may need intervention to improve their performance and the Individual Development Plan (IDP) being submitted by the staff to HRMDS.
- 3.

## LEGAL SERVICES

### A. Recurring Recommendations

#### *On processes*

1. Continuous enhancement of the Legal Case Portal to account all accomplishments, and that is harmonized with the other existing systems and plans of the Department.

#### *On planned deliverables*

1. Follow up on priority cases in need of the Office of the Secretary's approval.

#### *On human resource*

1. Capacitate the Field Office Legal Unit by conducting capacity building activities and orientation on the different policies and procedures, then move towards development of operations manual for different processes.

### B. New Recommendations

#### *On human resource*

1. Focus on the health and safety of DSWD personnel especially from the threat of the deadly COVID-19, and particularly now that new COVID-19 variants which are more infectious - and the threat of monkey pox - are now in the country.
2. Funding for the extension of the LS COS personnel until the end of CY 2022 pursuant to the Secretary's directive to continue their services.

## ADMINISTRATIVE SERVICES

### A. Recurring Recommendations

#### *On planned deliverables*

1. Consider pursuing a joint DSWD-DENR Memorandum of Agreement to help fast track the titling of DSWD Properties. The two agencies must work together in preparing the Work and Financial Plan, in relation to the acquisition and maintenance of real properties. Meanwhile, the Administrative Service must provide interventions on the remaining four (4) titles committed in CY 2022 through follow-up letters and online meetings with concerned agencies.
2. Continuous investment in IT infrastructure such as stable internet connection, functional electronic platforms, etc. to support the automation of processes and development/enhancement of information systems. Equipment for the digitization and archiving of records must also be ensured across all DSWD offices.
3. Intensify follow up with the NAP regarding the status of the Records Disposition Schedule as well as the requests for disposal of records in the Field Offices.

***On processes***

1. Strengthen monitoring of repairs and renovations (i.e. through plotting repair schedules vis-à-vis the procurement process) to prevent delays in the implementation.
2. Immediate implementation of the Fleet Replacement Plan to ensure efficient/timely replace of old vehicles.
3. Acquisition of more vehicles to cater to the transportation needs of all DSWD offices.

***On human resource***

1. Investing in sufficient human capital, especially in the Field Offices.
2. Hiring of more experienced drivers to facilitate and cater the service vehicle requests from various OBSUs and during disaster operations.

**B. New Recommendations**

***On processes***

1. Offices must provide a stockpile of common materials to avoid delays in repairs and renovations.

***On financial management***

1. Ensure funding for supplies and materials (e.g. acid free boxes for records, construction materials for building repairs).

## OVERALL ANALYSIS

For *Organizational Outcome 1: Well-being of Poor Families Improved*, most of the indicators were on track on achieving the endline targets for the duration of the Strategic Plan, except on provision of SLP program modalities to beneficiaries, as well as completion of KC-NCDDP sub-projects in accordance with technical plans and schedule, and consequently, on achieving the target number of beneficiaries that benefitted from completed KC-NCDDP sub-projects. For SLP, the heavy workload of the SLP-RPMO Project Development Officers (PDOs) due to the clustering approach, backlogs, late hiring, and unfilled positions hindered the achievement of targets. Based on SLP guidelines, served households will only consist of encoded accomplishments in the Offline Baseline System (OBS) and Livelihood Assistance Grants Information System (LAG IS), but due to the limited /lack of staff, data encoding is not prioritized, coupled with difficulties in using the system due to limited internet access and the minimum hardware requirements of the system for installation. While for KC-NCDDP, the reduction of the budget allocation for KC-NCDDP and delays in approval of the additional funding and commencement of KC-NCDDP implementation hindered the operations of the program. Further, since there were no indicators that would surface the interconnectedness of the promotive programs in improving the wellbeing of poor families, there would be no evidence to support the contribution of each program on the improvement of wellbeing, but individual accomplishments of the programs are highly evident.

In terms of achieving *Organizational Outcome 2: Rights of the Vulnerable Sectors Promoted and Protected*, the Department although continuously providing remarkable accomplishment particularly for those individuals who are in crisis, in the CRCFs, and malnourished children, there are still a lot of work to do to cater to more clients and beneficiaries. This manifested along the Comprehensive Program, Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program, Alternative Family Care Program, Social Pension Program, and Bangsamoro Umpungan Sa Nutrisyon (BANGUN) project. Usual challenges along program implementation, including inadequate funds to serve more clients and beneficiaries, limited human and technology resources, delayed submission and low compliance on reporting, procurement issues, and overlapping schedules, hindered the achievement of targets. Moreover, specific issues such as the sudden directives of the President that there will be “no LGU fund transfer” halted the completion of ACN Projects. Having no available children to match with licensed foster families is also a challenge, considering that in some areas there is low number of available foster parents given the pandemic. Nonetheless, evidence-based system improvements and policy enhancements along these programs and projects, coupled with necessary resources, could help boost its accomplishments.

Along *Organizational Outcome 3: Immediate Relief and Early Recovery of Disaster Victims/Survivors Ensured*, accomplishments show that there are still rooms for further progress in achieving the desired goals. This is evident on most of its indicators along disaster response and management which have minor to major deviations. There were delays in the implementation of Early Recovery and Rehabilitation (ERR) Program, Projects and Activities (PPAs) due to fund limitation/delayed releasing of fund and challenges in data gathering for the preparation of plans and proposals. Further, there were limitations on the Quick Response Funds (QRF) given that disasters have become massive and covers broader areas, coupled with the tedious process in QRF replenishment since DBM requires utilization report up to the Field Office level. Like most programs, the limitation in human resource to conduct monitoring visit and provide TARA to DSWD-Field Offices impeded the shelter assistance implementation. Although, it is noteworthy that in terms of augmentation for Field Offices and LGUs, the Department has provided excellent service. While for resource and logistics management, three out of six indicators were assessed as inconclusive because of non-availability of data

and ANA targets. Along logistics and resources management, the recurring shortages in raw materials for the production of Family Food Packs, coupled with long procurement process for welfare goods, contributed in the delay in the production of FFPs which translates to a delay in the augmentation to the Field Offices. The lack of absorptive capacity and production capacity of the existing regional resource operations centers, particularly the National Resource Operations Center in Pasay and the Visayas Disaster Resource Center in Cebu City, also contributes on the delays in augmentation schedules for FNIs.

Looking at the accomplishment along *Organizational Outcome 4: Continuing Compliance of Social Welfare and Development Agencies to Standards in the Delivery of Social Welfare Services Ensured*, the Department has been consistent in outstandingly delivering its mandate on the registration, licensing and accreditation of SWAs, SWDAs and Service Providers. Accreditation of SWAs and Centers has also steadied and almost followed last year's trend, while Accreditation of Beneficiary CSOs also posed good numbers. This is despite the difficulty of SWAs and SWDAs to comply with some requirements due to financial constraints, that are beyond the Department's control. Among all the Service Providers, only the accreditation of Pre-Marriage Counselors (PMCs) trailed behind, contrary to the accreditation of Social Workers Managing Court Cases (SWMCCs) which remain beyond target. Some LGUs are still confused on the assessment tool that should be used in the accreditation of ECCD services taking into consideration the provisions of the DSWD AO 15 vis-à-vis the ECCD Guidelines. It is also notable that thousands of DCWs/Day Care Centers were accredited despite the challenges faced in some areas. Accomplishment of some indicators were affected by unexpected disasters like Typhoon Odette wherein Day Care Centers were converted into quarantine facilities and PMCs were busy with disaster response.

Meanwhile, for the *Organizational Outcome 5: Delivery of Social Welfare and Development Programs by Local Government Units through Local Social Welfare and Development Offices Improved*, the accomplishments are on track with only minor deviation on the indicators along technical assistance and resource augmentation. However, the conduct of the reassessment of LGUS particularly who were assessed in 2019 to determine their level of functionality after three years was moved to the 3rd Quarter of this year as there was a revision on the indicators of the tool and the development of the SDCA Information System. There were also challenges being faced by the Functional Learning and Development Network, which is used by the Department as strategy in developing partnerships along capacity building and knowledge sharing, such as disparate membership, lack of resources and mechanism to further strengthen the networks and be responsive with the demand of partnership with the LGU considering the full devolution.

Lastly, in terms of *Support to Operations and General Administrative and Support Services*, the performance of the offices indicates that the Department is leading towards the right direction in achieving its goals. Most performance indicators are with minor deviations and full target achieved. Although it can be obviously noted that in terms of indicators along human resource, and fund management particularly budget utilization, liquidation, and audit observations, the Department still has a lot to improve. Procurement projects that resulted to cancellation, failed procurement or selection process, prolonged evaluation and post-qualification process, hampered the operations of the Department. In terms of financial management, accomplishments show that most of the actual obligations and disbursements of the Department transpires during the second semester resulting to low utilization during first semester. Delayed submission of AOM responses by different OBSUs also affects the targets of the Department. Further, recurring issue on lack of human resource, and fast turnover of staff, remains to be unresolved. The changes in the timeline of the approval of the Devolution Transition Plan also affected the policy development and social technology implementation

commitments of the Department. While implementation challenges such as late downloading of funds, logistical concerns and insufficient staff of the Listahanan caused delay in the launching. Nonetheless, ICT-related concerns are still evident across different offices in the Department and remains to be a major area of improvement as we move towards the new normal.

Overall, amidst the continued threat of the COVID-19, and which impacted the economic performance and the overall poverty situation of the Philippines, the Department remained committed in fulfilling its role to lead in social protection. The pandemic really tested the Department's response to the needs of its clientele. The DSWD program implementation and service delivery, as well as its systems and processes were challenged. Nonetheless, the Department remained steadfast in committing to achieve the targets set in the strategic plan while also addressing the crisis and vulnerabilities brought about by the COVID-19 pandemic. Further, in light of the Supreme Court ruling on the Mandanas-Garcia cases, and the implementation of Executive Order No. 138 or the Full Devolution of certain functions of the executive branch to local governments, the Department has prepared for the devolution of some of its programs and projects. Likewise, the DSWD also has established mechanisms for consistent provision of quality services through the adoption of Quality Management Systems (QMS), and continued compliance to the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. However difficult, the pandemic did not deter all the Offices, Bureaus, Services, and Field Offices to deliver the needed goods and services to its internal and external clients.



## OVERALL RECOMMENDATIONS

### **Strategic designing of policies and interventions to ensure prompt response and adaptability to the complex, dynamic and uncertain conditions of the internal and external environment**

As the primary government agency mandated to develop, implement, and coordinate social protection and poverty-reduction solutions, and with the growing population of poor, vulnerable and disadvantaged individuals and families, the DSWD must ensure that the policies and guidelines of the organization are still responsive to the emerging concerns of vulnerable sectors. Coupled with the effect of the pandemic, which pushed us to use alternative modes of provision of programs and services, and for our policies and guidelines to adjust to the new normal.

Therefore, aside from strategic distribution of available resources of the Department, the appropriateness, adequacy, promptness, adaptability, and sustainability of the interventions and policies must be ensured. This is where the results-based management system, strategic planning, risk management, quality management, and other mechanisms for evidence-based decision making should come in. Available findings from M&E reports, evaluations, and researchers should be properly utilized especially in measuring the impact and responsiveness of the programs, projects and services to the clients and beneficiaries. Further, these will aid the Department in identifying the areas for strengthening social protection services at the household level, especially with the impacts of the pandemic, to ensure comprehensive social protection for all.

Advocating for the expansion of government relief and recovery measures to policymakers and legislators should also be done by the Department to continuously protect the vulnerable and most disadvantaged sector of the society and prevent the worsening inequity in the country. Given the current status of the Philippine economy, the Department must continue to explore shock-responsive relief and recovery measures to help alleviate the continuing impact of the COVID-19 pandemic to the daily suffering of millions of Filipino families.

Moreover, the Department should continue its efforts along beneficiary targeting and tracking system through an ID system. This will provide a more reliable and scientific targeting system, and lessen the odds of political interventions and grievances along targeting and registration of beneficiaries.

The harmonization of the processes and initiatives, alongside the alignment of the priorities, across the different programs of the Department as well as those of other national government agencies should be continued to ensure that all necessary intervention for the poor, marginalized, and vulnerable would be provided. Performing standardization, streamlining, reengineering, digitalization, and automation of systems and processes would contribute on the harmonization. It would also improve the overall experience of service clients and program beneficiaries and eliminate bureaucratic red tape. Digital transformation should primarily be pursued to revolutionize the way of providing social welfare and development programs through the Beneficiary Fast, Innovative, and Responsive Service Transformation (FIRST) Project, which leads to the development of the Universal Beneficiary Database (UBD) and Electronic Case Management System (ECMS), among others.

With the completion of the SWDI assessment, the results should be maximized by conducting more in-depth analysis to determine the possible causes of slow movement of households to self-sufficiency level and providing evidence-based recommendations to improve the level of

well-being of beneficiaries. Also, relevant data for each component should be shared to partner agencies so that proper interventions, programs, and services can be provided to the poor to help them further improve their level of well-being.

Existing policies and guidelines that are in need for updating or enhancement should be prioritized, especially those provisions that does not anymore address the needs of the poor and vulnerable sector, especially with the pandemic. Also, new strategies that aims to strengthen programs, projects and services should be put into writing to prevent possible audit observations.

Relative to the monitoring of the Department of Social Welfare and Development (SWD) Laws, it is highly recommended by the Field Offices to provide them technical assistance about effective monitoring and promotion of enactment of the ordinances and resolutions. Entering into an understanding of agreement with DILG in relation with the cascading and adoption of national laws into local ordinance by LGUs could also be explored. Clear delineation of roles and responsibilities along the implementation of SWD laws must always be provided along with a reliable and efficient monitoring tool system.

Further, there are still inconclusive findings on certain objectives and indicators of the existing DSWD Strategic Plan as a result of unresolved issues on unclear target setting. With the recalibration of its strategy through the implementation of DSWD Strategy Map 2028, all DSWD OBSUs should ensure that program and office objectives are measured through properly selected performance indicators. Likewise, there should be common indicators that cuts across the different programs, projects, and services for each desired outcome. These common indicators shall help determine the overall achievement of desired outcomes of the Department and capture the interconnectedness of the programs, projects and services contributing to the attainment of each outcome. Target adjustments should always be backed up by reliable administrative data and results of program assessment or evaluation.

Continue to invest on systems, technologies, and ICT infrastructure to support the new normal operations of the Department and digitization of its processes and systems.

As the Department adopts to the new normal operations, the support for the digitalization of processes and systems must be strengthened. This would entail the provision of timely and effective response to the demands of the service for various ICT service management requirements. However, in dealing with this, the procurement procedures as well as finance and management policies should be amenable to the uncommon requirements / terms for investing and purchasing on high-quality ICT equipment and services, subscription to online tools and platforms, purchasing and/or subscription to licensed software for data processing and visualization, and other video-teleconferencing applications. Likewise, the need for integrated systems for more reliable data is still evident and must be strengthened and sustained as we push for results-based, quality and integrity management.

### **Continuous provision of capacity building, coaching and mentoring**

Although the Department provides a wide-array of capacity building activities, especially during the previous years as we adjust to the demands of the new normal work arrangements and digital transformation, further capacity building along the career plans of the staff should also be institutionalized. The capacity building plan should be anchored along institutional development and should be backed up by results of Training Needs Assessment (TNA). The TNA identifies individuals' current level of competency, skill or knowledge in one or more areas and compares that competency level to the required competency standard established for

their positions or other positions within the Department. Moreover, constant coaching and mentoring across horizontal and vertical level should be strengthened to help prevent fast turnover of staff which affects the operations of programs and services. Coaching shall focus on improving individual's performance, skills and behavior on short term while mentoring will focus on developing individual's career and help set the goals to pursue.

### **Act upon human resource concerns at various levels**

With the impending devolution of social welfare services to LGUs once the DSWD DTP is approved, the DSWD management should address the concerns on displacement of its personnel, particularly those who are under Contract of Services/ Memorandum of Agreement. Field Offices and CO-OBS have been requesting for creation of plantilla positions with the increased demands/scope of work in the Department, thus approval of such would help respond to the scenario. Further, the existing Organizational Structure of the Department should be reviewed and reassessed, particularly the staffing requirements per office vis-à-vis workload, which could also provide evidence for the approval of the request for plantilla positions.

With the pandemic still present, necessary protective equipment and supplies should still and always be available and provided to the workforce while they are on duty. Support mechanisms like provision of psychosocial, logistical and financial support should be ensured.

Most importantly, a Public Service Continuity Plan should be developed and integrated to the operations and processes of the Department. The plan should include key strategies covering preventive (mitigation), crisis response, and recovery to ensure continuity of operations and safety of workforce during a broad range of potential emergencies such as the pandemic.

### **Cultivate high integrity workplace culture**

As we are moving towards our Department's mission and vision, we are also trying to showcase the culture of integrity, which is evident through the Integrity Management Program. This would entail maintaining trustworthy and reliable human resource, open communication and responsible actions, which would lead to positive work environment and good decision-making. Thus, the Department should embrace this process and transcend it across the policies, processes and performance, and not just mere compliance to the program. Furthermore, compliance to EODB and quality management mechanisms, particularly the institutionalization of feedback mechanisms with internal and external clients should be strengthened as it promotes accountability and transparency in the Department.

Moreover, to prevent accounting errors/deficiencies resulting to audit observations, liquidation and proper reconciliation should be ensured. This may include tracing back the recorded issuances of inventories to check correctness of accounting entries and valuation of items, as well as ensuring the inclusion of adjustments in the books to correct balances of inventory and other affected accounts.