

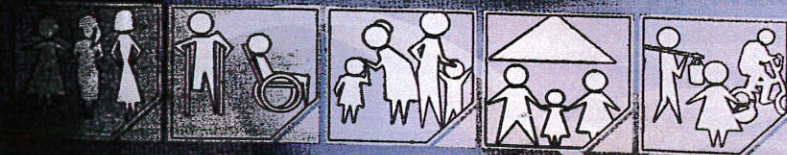
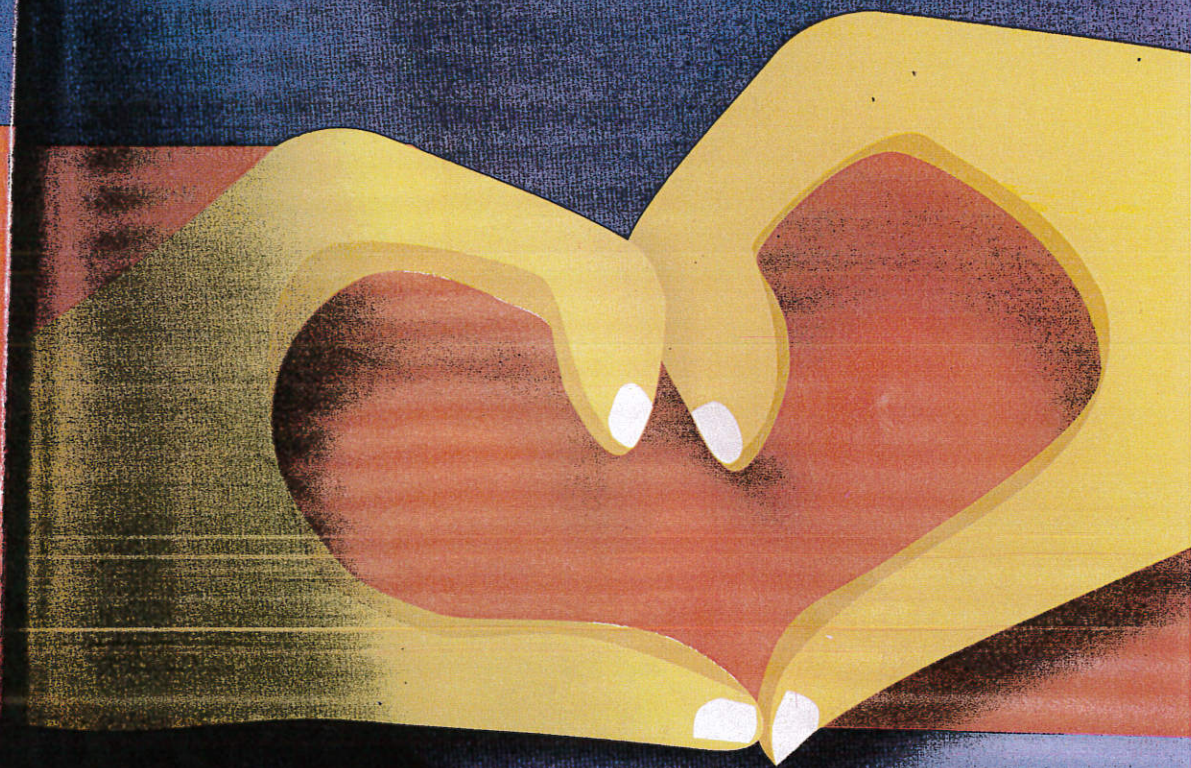


TULONG! SULONG!

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SATISFACTION SURVEY: CLIENTS, INTERMEDIARIES & DONORS



Department of
Social Welfare

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SATISFACTION SURVEY: CLIENTS, INTERMEDIARIES AND DONORS

Department of Social Welfare and Development
Policy Development and Planning Bureau

FOREWORD

One of the most significant development that took place within the Department's fifty-three years of existence was the enactment of the Local Government Code. The Act led to the DSWD's shift in role from "rowing" to "steering". Despite the functional shift, the Department continues to implement some statutory community and center based programs for the poor, vulnerable and disadvantaged groups. In its desire to become responsive to the present and future endeavor, DSWD continuously conduct analysis of general performance and client satisfaction.

The report on the Rapid Assessment of DSWD Programs and Services using Focus Group Discussion (FGD) presents in-depth information from clients and intermediaries focused on their experiences when availing services from the Department and how its services have helped them to solve their needs. It also includes how the Department has enabled the intermediaries in empowering their identified clientele.

On the other hand, the Donor's Satisfaction Survey imparts the donor's perception on the efficiency and effectiveness of the resource generation efforts of the Department. It also conveys best practices and points for improvement in serving the needs of the Department's client partners. Both provide opportunities for service improvement based on the client's and partner's demands and needs.

The recommendation obtained from the results of the satisfaction survey on clients, intermediaries and donors will guide the Department to improve program efficiency and effectiveness as well as strengthen and systematize resource generation activities. Likewise, this will also guide the management in the allocation of resources, taking into consideration the clients and partners expressed priorities.


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TABLE OF CONTENTS

I.	FOREWORD.....	i
II.	ACKNOWLEDGEMENT.....	ii
III.	ACRONYMS	iii
IV.	EXECUTIVE SUMMARY	1
V.	REPORT ON THE RAPID ASSESSMENT OF DSWD PROGRAMS AND SERVICES USING FOCUS GROUP DISCUSSION	35
VI.	ANNEXES	
	PROPOSAL.....	77
	PROFILE FORMS FOR CLIENTS AND INTERMEDIARIES.....	85
	GUIDE QUESTIONS FOR THE CONDUCT OF FGD.....	89
	PRESENTATION	95
	WORKSHOP RESULTS.....	107
	• APPENDIX A-C (Intermediaries)	
	• APPENDIX D-E (Clients)	

ACKNOWLEDGEMENT

The Policy Development and Planning Bureau acknowledges the participation of the DSWD partners/intermediaries, clients and donors for their participation on this endeavor. Specifically, we acknowledge the representatives from the Local Government Units (LGUs), Non-Government Organizations (NGOs), other social welfare and development agencies as well as the donor communities. Likewise, we are grateful for the involvement and active participation of our clients from the different sectors, i.e., Children and Youth, Women, Persons with Disabilities, Older Persons, Disadvantaged Families and Disaster Victim. These people are the key participants for this research activity.

The participants' sincere assessment on the Department's programs/services paved the way for service improvement. The results of this research were directly used as reference for crafting the Department's Strategic Plan for CY 2006 – 2010.

Our appreciation to the staff from the 15 Regional Offices who assisted us in conducting the Focus Group Discussions (FGD). Their involvement as facilitators and documentors ensured that discussions are accurately captured.

We would also like to express our gratitude to Ms. Ma. Anna de Rosas-Ignacio for serving as resource person/facilitator, particularly for her valuable comments, insights, and guidance which made the research possible.

ACRONYMS

ABSNET	-	Area-Based Standards Network
C	-	Children
CIDSS	-	Comprehensive and Integrated Delivery of Social Services
CIU	-	Crisis Intervention Unit
CSA	-	Core Shelter Assistance
CSWDO	-	City Social Welfare Development Officer
DCC	-	Day Care Center
DCWs	-	Day Care Workers
DF	-	Disadvantaged Families
DOH	-	Department of Health
DSWD	-	Department of Social Welfare and Development
DVs	-	Disaster Victims
EAD	-	External Assistance Division
ECCD	-	Early Childhood Care and Development
ESA	-	Emergency Shelter Assistance
FGD	-	Focus Group Discussion
GAD	-	Gender and Development
GK	-	Gawad Kalinga
IDPs	-	Internally Displaced Persons
IRR	-	Implementing Rules and Regulations
KALAHI	-	Kapit Bisig Laban sa Kahirapan
LAP	-	Licensing/Accreditation/Permits
LCEs	-	Local Chief Executives
LGUs	-	Local Government Units
M and E	-	Monitoring and Evaluation
MOA/U	-	Memorandum of Agreements/Understanding
MSWDO	-	Municipal Social Welfare Development Officer
NCR	-	National Capital Region
NEDA	-	National Economic Development Authority
NGOs	-	Non-Government Organizations
OFWs	-	Overseas Filipino Workers
OPs	-	Older Persons
OSYs	-	Out of School Youths
PDPB	-	Policy Development and Planning Bureau
PNP	-	Philippine National Police
POs	-	People's Organizations
PRD	-	Policy and Research Division
PSWDO	-	Provincial Social Welfare Development Officer
PWDs	-	Persons with Disabilities
R	-	Referrals
RA	-	Resource Augmentation
RSCC	-	Reception and Study Center for Children
SEA-K	-	Self-Employment Assistance Kaunlaran
SWs	-	Social Workers
TA	-	Technical Assistance
TNA	-	Training Needs Assessment
UKP	-	Unlad Kabataan Program
W	-	Women
Y	-	Youth

EXECUTIVE SUMMARY

A RAPID ASSESSMENT OF DSWD PROGRAMS AND SERVICES USING FOCUS GROUP DISCUSSION

Executive Summary

I. INTRODUCTIONS

Devolution brought about the change in the role of the Department of Social Welfare and Development (DSWD), from rower to steerer, from a direct service provider to a more direction, policy and standard-setting role. This entailed developing partnerships and working with local government units (LGUs), non-governmental organizations (NGOs) and other intermediary agencies. More than ten years from the start of the devolution process, DSWD, while working with the devolved local units and other intermediary organizations, still maintained some programs and services that directly involve its personnel with center-based and community-based clients.

In a number of occasions, the need to do an overall analysis of DSWD's general performance and client satisfaction had surfaced. Although DSWD had conducted its own evaluations, these were done on a per program or project basis. No general assessment had been undertaken in the recent past that involved their clients and partners. It was, thus, decided by the leadership of DSWD to conduct an assessment and tasked its Policy and Research Division (PRD) of the Policy and Plans Bureau (PPB) to undertake it¹.

Originally the proposal of the Division was to conduct a survey in fifteen (15) regions nationwide. In each region the respondents composed of direct service clients and LGU and NGO partners were to be gathered in one site and they would be asked to answer the survey forms. However, instead of a survey, a qualitative assessment be undertaken and that the focus group discussion (FGD) approach was used as its principal methodology. The FGDs were conducted for two months, covering the period of 29 July till 24 September 2004.

II. PURPOSE

The following are the objectives of the FGDs:

- To conduct an assessment of DSWD's overall performance based on clients' and partners' perspective;
- To identify opportunities for service improvement by surfacing client's and partner's demands and needs;

The information obtained from this assessment was to be provided to front-line/technical staff and management in order to improve program efficiency and effectiveness. Consequently, this would also guide management in the allocation of resources, taking into consideration what the clients and partners had expressed as their priorities.

III. FINDINGS AND RECOMMENDATIONS

PARTNERS

A. RESULTS

1. Workshop on Assessment

This section presents the results of the first workshop on assessing DSWD programs and services based on the eight pre-identified dimensions. Appendix A gives the consolidated workshop outputs as thematically organized.

Comprehensive and Integrated Delivery of Social Services (CIDSS)

CIDSS was often mentioned in connection with the Kapit-Bisig Laban sa Kahirapan Program or KALAH! and the Early Childhood Care and Development Program. In terms of appropriateness, there were positive responses from regions NCR, 4, 7 and 8. This was also regarded as the most relevant program in at least four regions (NCR, 4, 7, 8). In the FGD held in Region 7, it was cited that consultation was done from top to bottom involving all stakeholders. A consistent complaint across all dimensions was the lack of information, education and communication (IEC) materials. Other issues included delays in fund releases and the lack of budget allocation and support by the local chief executives (LCE).

Coordination and Communication

The Area-based Standards Network or ABSNET was mentioned as a good mechanism for coordination and communication in the locality. ABSNET was specifically singled out as a facilitative factor. In the same FGD it was also cited that coordination was well done and that DSWD emphasized partnership. What was identified as weak was that the data provided by

the DSWD were outdated and often lacked analysis. Delays were also experienced in transmission of data, information, and communication (7, 12). Updates on policies were provided quite timely but what was problematic was the lack of explanation (12). Also when dealing with court cases, delays were experienced due to other reasons outside DSWD's control.

Licensing, Accreditation and Permits

In terms of adequacy, positive responses were heard from Region 6 while negative responses were raised from Regions 1, 4, 8, 10 and 12. Mixed responses came from Regions 2 and 5. Issues cited included the lack of advocacy, slowness in the issuance of travel clearance tediousness in accomplishing requirements because of complexity and number, lack of human resources and that the SWs were not equipped to handle counseling of rape victims.

Generally, participants in all the FGDs found the programs and services appropriate. Cited were some program-related issues such as the lack of adoptive families locally; social workers (SW) doing accreditation were limited; and a smoking/drug incident in one of the centers (HAVEN).

Participants from regions NCR, 5, 6, 7, 10, 12 regarded the fees reasonable. A Region 1 participant found the licensing fee for NGOs too high, the same with the solicitation permit. A participant also suggested that the solicitation period be made longer. The lowering of fees (for adoptive parents and for NGO accreditation) were cited in Regions 2 and CARAGA. On the other hand, participants from regions NCR, 4, and 8 suggested that the fees be increased, specifically travel clearance and affiliation fee for student trainees. A Region 4 participant proposed that graduated or categorized fees be used. It was also proposed that rates should be publicized (adoption).

When asked about the quality of service when partners apply for licensing or accreditation, the participants from Regions 5, 6 and 7 gave positive responses. Negative responses were obtained from Regions 1, 2, 4 and CARAGA. Mixed reviews came from region 10. One participant from CARAGA cited that s/he felt treated like a subordinate. For Region 4, lack of staffing was raised as a cause for poor quality of service.

All regions regarded licensing, accreditation and issuance of permits as relevant. For them this was a way of ensuring that certain standards were followed and that these were maintained.

In terms of timeliness positive comments were received from Regions NCR, 1, 5, 7, 8, 10 and CARAGA. Mixed reviews were raised by participants from Regions 2 and 6. Negative responses came from Regions 4 and 12. Accreditation process for Gawad Kalinga (GK) and Day Care Centers (DCC) was specifically mentioned as problematic. Reasons cited for delays included: lack of supplies, lack of manpower, unavailability of signatory, so

many requirements, no response from the Standard Bureau regarding their request for accreditation, and loss of documents.

Resource Augmentation

Programs and services included in this category were disaster relief, shelter, educational, financial and livelihood assistance.

On the matter of adequacy positive responses were obtained from regions 7 and 10. Negative responses were raised from Regions 4,5 and 8; and mixed reviews from regions 2 and CARAGA. It was cited that inadequacy was expected because of magnitude of needs.

Generally positive responses were obtained in terms of appropriateness, facilities, timeliness, quality and relevance. Issues were raised which included red tape on funding access, lack of transportation assistance, lack of training, dependent on resource availability and inconsistency in provision of assistance (*minsan meron, minsan wala*)

Technical Assistance

On the adequacy dimension, positive reviews were obtained from Regions 5,6,7 and 10 and negative reviews from Region 12. One region cited that the follow-up was adequate whereas another said that there was no regular follow-up and that even if Technical Assistance (TA) was provided, the program/service cannot be implemented because of lack of resources. Memos or communications explaining new guidelines were not provided.

On whether DSWD's TA was appropriate, positive reviews were heard from Regions NCR,4,5,6,7,8, and 10. Negative reviews from Region 12 were raised and mixed responses were surfaced from Region 1. The local devolved offices also provided additional services and in one region were deemed more responsive.

Consultations/dialogues were generally conducted in the regions (1,6,7,8,10,12) to determine the kind of technical assistance required. Participants from Regions 1,5,6,7,8,10 and 12 agreed that TA was relevant and could still be improved if the issues and problems raised will be addressed, foremost of which was that they be provided the means to implement what they had learned from the TA.

There were concrete suggestions that surface in the different FGDs. NCR suggested that DSWD measure and evaluate their programs for it seemed that DSWD merely repackaged them. It was also proposed that POs should be assisted to be able to register with DSWD and that reading and other informative materials be provided. Participant from Regions NCR and 10 said that the techniques, programs and services needed to be updated or modernized

Training

Participants from most regions (4,5,6,7,8 and 10) raised that the training program was adequate but reading materials and handouts were not provided. Also follow-up was poor. Negative reviews were obtained from Region 12 and mixed review from CARAGA. In one region, the training was appreciated but they had difficulty in practicing/implementing what they have learned.

Participants from Regions 5,8 and 10 found the cost sharing arrangement reasonable. Two issues regarding cost surfaced—inconsistent application of policy (others with counterpart, others none) and that the question should have been whether they have the resources to conduct the training on their own.

Generally, consultations were held (regions 2,5,6,7,8,10 and CARAGA) and that there was participation in the choice of the training module and the actual conduct of the training workshop. A contrary view was held by an NCR participant. S/he proposed that DSWD should first determine needs of the partners.

Others issues raised were: skills of trainor and facilitators needed improvement; data used had to be updated; handouts were not provided or lacking; DCS training specifically mentioned as poor in quality and the promised resource persons were not provided by DSWD. It was raised in Region 12 FGD that although the training program was relevant, there were still other training² that should be considered. Training was available but held very seldom and limited, they expected more. The unavailability of speakers was cited as cause for delay in the conduct of training sessions and that proposals for training were submitted but no feedback was provided (Regions 1 and 5).

One facilitative factor identified was availability of resources coming from the LGUs.

Referrals

Participants from Regions 5 and 8 gave consistently positive assessment of the referral service of DSWD. On the other hand Regions 1,7,10 and 12 gave negative responses for almost all the dimensions. Regions NCR,2,4 and CARAGA gave mixed reviews.

Issues cited were: lack of LGU support; lack of staff; delays in permit issuance thus could not accommodate referrals; referred cases could not be accommodated; duplication of services with partners;; no facilities for minors above 2 years old; (NCR) difficult to refer to Reception and Study Center for Children (RSCC) and Golden Acres; lack of recreational

facilities; problems in communications (no proper provision of feedback, no explanation for delay, does not provide timely communication/information, new policies were sent without sufficient explanations); arrogant staff in the Crisis Intervention Unit (CIU), RSCC and Haven. One participant mentioned that food obtained from referral was already expired and that provision of service was dependent on availability of senior social workers. Suggestions were also made which included: continue communications through emails; an administrative order should be issued regarding the staffing pattern of local Social Development Offices and that both local and international resources should be accessed.

2. Workshop on Issues and Problems

Presented in these sections are the issues and problems that was raised by the participants in the second workshop. The regions from where the comments came from were not anymore indicated. It would suffice that such

issues and problems surfaced and that this would serve as data for DSWD. Appendix B presents all the comments raised by the participants and the regions where the comments came from.

Access to Programs and Services

The issues of fairness and political influences were mentioned. Some participants perceived that cases referred and requests made by politicians had better and quicker access to DSWD programs and services.

Coordination and Communication

A good number of participants found that coordination and communication were inadequate or were not provided at all. It was pointed out that there was inadequate provision of data to users like NEDA and that information of when and how much assistance/subsidy will be given was not provided. Others claimed that there were delays in communicating requests for submissions, changes in schedules, seminar schedules and details regarding the participants. It was also pointed out that in the participants' region no proper orientation regarding newly enacted laws (eg Solo Parent Act) were held. Feedback on requests, proposal submissions, scholarship/training applications was also not provided. Related to systems and procedures, it was cited that DSWD would request for reports without attached forms or proposed formats.

It was also pointed out that the coordination in the area of disaster relief needed improvement. Confusions were experienced when communication and coordination did not pass through the usual channels or when the local SWs were not informed of the details of the distribution or when procedures were changed.

Facilities

The issue of insufficient facilities (too cramped or lack of facilities) was mentioned. That the CIU and Crisis Rape Center were not conducive for counseling or attending to cases of child rape was again mentioned. Facilities were lacking or absent for CIU cases (Person with disabilities or PWDs and mentally challenged persons).

Information Dissemination and Provision

The lack of information materials about programs and services, new laws and policies was often mentioned in the different regional FGDs.

Monitoring and Evaluation

It was raised in a number of FGDs that monitoring and evaluation were not regularly done, not used to improve existing programs and services and that there was no regular venue to discuss issues and concerns in program implementation.

Although information and technical assistance were provided some deemed that the follow through as inconsistent, weak and did not ensure that the interventions cascaded down to the frontliners. This again can be related to the system of monitoring and evaluation of programs and services.

Partnerships

In some FGDs, participants pointed out that there was no clear system for maintaining established links and networking. Unclear partnership expectations between and among NGOs-local SWDs and DSWD also added to tensions and confusions.

One suggested that DSWD should encourage more partnerships between their local counterparts and NGOs by conducting regular fora, consultations, common training, and providing directories of partners. It was also discussed how assisting programs of the City Social Welfare and Development Office (CSWDO) and Municipal Social Welfare and Development Office (MSWDO) for NGOs and POs could strengthen the partnerships among them.

Program and Project Specific Issues

There were program specific concerns that surfaced such as the lack of adoptive and foster families. Lack of Senior Social Workers for court-related cases and problems in schedules (availability issues/staffing) were also mentioned. These two issues could be interpreted as resource limitations or a matter of systems and procedures.

Resource Limitations

Resource limitations in the following areas were identified: livelihood program, relief goods and assistance, construction and improvement of facilities (particularly for male children, senior citizens, mentally ill vagrants), educational assistance, honoraria for DCWs, and lack of personnel

It has to be noted that the financial capacity of the LGU was recognized as a factor in the non-provision or lack in the above areas. What complicates matters was that resources were expected/promised and these were not delivered. This can be related to coordination and communications.

Social Worker

There were also concerns raised about the quality of service of some field personnel which they referred to as attitudinal issues (complacent, arrogant, unapproachable).

Issues about the welfare of the social workers surfaced revolving around security of tenure. There was also mention of the weak advocacy for the enactment of the Magna Carta for Social Workers.

Standards

In some of the FGDs, the concern about maintaining standards was raised. The participants worry about unregulated centers, pre schools and that there were no clear or set standards for organized groups. It was also pointed out that the accreditation was far in between; e.g. marriage counselors and stress debriefers. Mentioned in a good number of FGDs was the matter of political appointees. There were designations of non-registered SWs in LGUs and the participants would like to know DSWD's policy on this matter.

Systems and Procedures

There were a number of issues that surfaced that could be clustered as under problems in systems and procedures. One was the delays experienced in the processing or delivery of the services. These included instances of delays in issuance of permits, licenses, accreditation; problems in accreditation procedures caused by confusion in the role of each unit (Provincial Social Welfare Office or PSWO, CSWDO, MSWDO; requirements for each stage or procedure); tedious process and numerous requirements (Emergency Shelter Assistance or ESA, Core Shelter Assistance Program or CSAP, adoption licensing, licensing and accreditation of NGOs). Non-provision of feedback on proposals and their status was also regarded as an issue.

In the area of funds flows and releases the following problems were encountered: delays in release and non-release of Gender and Development (GAD) allocations by LGUs.

Issues regarding fee structure and donations included unaffordable fees and seemingly unreasonable charging for donations.

Lack of Information was again mentioned. Many were unaware of processes and procedures to access programs and services (NGOs wanting to involve in KALAH-CIDSS)

There were also questions that were raised pertaining to the handling of particular cases. These questions were:

- What do we do with cases that could not be accommodated due to space limitations?
- What do we do with cases that could not comply with basic requirements such as birth certificates or abandonment papers?
- What are the controls in centers to ensure that wards will not have access to banned substances such as drugs and alcohol.
- How do we handle perennial clients, those who would go forum-shopping and still end up being referred to DSWD?

Training and Capacity Building

Several of the comments on training and capability building were suggestions on the content and methodology. In terms of content, they FGD participants proposed that need training on: case management, house parenting, center management, when/how to institutionalize a child, family assessment, counseling child in difficult circumstances. It was also proposed that training should include immersions and that manuals be provided.

Issues that surfaced included comments about that resource persons provided were not knowledgeable and problems in scheduling and continuity such as unclear schedules, dependence on availability of resource persons and that the training program had no continuity. Also, training needs assessment was needed for their NGO partners.

Comments were also made on the scope of the training program, that training sessions were provided in targeted areas only (those included in program). Those not in the program targets requested that they be given access to the same services and programs. Funds limitation hamper conduct of trainings sessions and limit number of participants

This Evaluation Process

One participant questioned why they were the only ones included in the evaluation process.

3. Workshop on Recommendations.

The recommendations were handled similarly as the preceding section on issues and problems. Appendix C presents the matrix of the third workshop on participants' recommendations.

Access

It was proposed that there should be equal access and opportunities to the different DSWD programs and services.

Advocacy

The participants proposed that DSWD spearheads the advocacy on the following issues:

- With the Commission on Audit - introduction of more sensible regulations
- With Congress - more funds allocation; the creation of centers on the district level for mentally ill-vagrants and PWDs; amendment of RA 7160; approval of the Magna Carta for the Social Workers and Social Development Workers
- With Local Chief Executives - support for DSWD programs and services; release of GAD funds; security of tenure of social workers.

Some participants also recognized that the local SWs have their own advocacy function and that the advocacy should not be left entirely to the DSWD.

CIDSS (KALAHI and ECCD)

Participants that the CIDSS program be extended and that they cover more sites. Also, that the matter of fund release be looked into in order to remove the bottlenecks.

Coordination and Communication

Concrete suggestions on how to improve coordination and communication were surfaced in the different FGDs. These suggestions were:

- Clarify the protocols in communication and coordination:
 - Identify who are the information users
 - Consider the decision-making and communication hierarchy (MSWDO, CSWDO, PSWDO, Regional Social Welfare and Development Office or RSWDO)
- Execute MOA at all levels (MSWDO, CSWDO, PSWDO, RSWDO)
- FO/CO should see to it that they inform their clients/partners as to the development of their respective concerns.
- Communication should be sent a week or more ahead of scheduled activity
- Specify in communication the intended recipient
- Connect with the LGUs and NGOs thru internet or electronic mail
- Involve the LGUs in planning and targeting clients to be served to ensure synchronization instead of overlapping

- All requests, applications and referrals should be given feedback and have a feedback mechanism in place

It was also proposed that the quarterly consultation be revived since the last consultation in one particular region was held in 2002. A participant also said that training sessions could also be used as venues for coordination.

Devolution Issues

In some regions, the issue of devolution was raised. The participants suggested that the direct services and programs should already be devolved and that the funds should also go the same way.

Facilities and Equipment

There was a recommendation to look into DSWD facilities and equipment. Come up with a clear plan for improvements and additions. Those changes requiring minimal expense can already be implemented (address conduciveness and keeping confidentiality issues). Consider also additional facilities for new programs for clients mentioned and what resources can be raised from where (LGU, international, internal funds, local fund raising, etc.)

Fees and Charges

On fees and charges, the participants proposed a review of fee structure and charges and make the necessary changes and policies.

Information Dissemination, Provision and Systems

Recommendations on improving the provision and dissemination of information were:

- Conduct orientation regularly on new programs and services; local SW to echo orientation to stakeholders and partners in their areas; highlight roles of each stakeholder
- Provide IEC materials and update regularly; these should include MC issuances, brochures on the different programs and services, newly enacted laws and policies and IRRs. (e.g. Expanded Senior Citizen Law, Solo Parent Act, Anti-Domestic Violence)
- Explore other media for information dissemination (e.g., TV shows)
- Provide local SWOs information about NGOs. Likewise when local SWs prepare reports include information about NGOs and also provide information to them

Licensing, Accreditation and Permits

On the service of licensing, accreditation and issuance of permits, the following suggestions were made:

- Review accreditation policies and procedures
- Come up with clear protocols and procedures
- Look into the possibility of deputizing regional/field offices (e.g., issuance of travel permits)
- Conduct regular and frequent accreditation
- Provide immediate feedback to applicant

Monitoring and Evaluation

Improvements in the monitoring and evaluation systems were proposed. These were:

- Do the monitoring and evaluation of programs and services regularly
- Use the information obtained from M&E to improve existing programs and develop new ones
- There should be clear consequences for non-compliance and neglect and that sanctions are actually applied.
- Flow of data and information to, from and about all partners (LGUs, NGOs and other intermediaries/service providers) be clear and well-communicated.
- Innovate and adopt new technologies

Partnership-Building

Recommendations made on partnership-building were:

- ON ABSNET:
 - Reconvene ABSNET
 - Make ABSNET monitoring part of RO/FO functions
 - Ensure regularity of its meeting (monthly or quarterly)
 - Clarify who should head it
 - Clarify expectations from/roles of the different partners (DSWD-CO, DSWD-FO, local SWOs, NGOs, POs, etc.)
- National and Regional DSWD Offices to emphasize the concept and idea of partnership between LGUs and NGOs.
- There should be a coordination in the preparation of case studies between LGUs, NGOs and DSWD
- Forge Memorandum of Agreement (MOAs) and Memorandum of Understanding (MOUs) between or among partners to strengthen partnerships
- Furnish a directory of "experts and resource persons"

Program and Project Specific

The participants also came up with suggestions on the scope of programs and the development of new ones.

- Explore possibility of expanding scope of key programs
- Develop programs for indigenous peoples (for existing programs like the Badjaos, evaluate and work the difficulties encountered)

- Include non-registered OFW families in crisis in DSWD programs/services.
- Develop a program for the mentally ill if it was already determined that they are DSWD's responsibility
- Prioritize needs-based programs and projects
- Come up with clear position re handling of psychotic vagrants (DOH or DSWD or LGU?)

The matter about the presence of banned substance in one of the centers was again raised. It was proposed that the center in question look into this allegation.

For the adoption program, participant recommended that the adoptive parents be given ample time and all the necessary information

Resource Augmentation

Participants also recommended that the resources of their organizations be augmented by way of increased subsidy, provision of resources to be able to conduct training sessions and relief work including shelter for fire victims. It was also pointed out that for funds already existing, DSWD should facilitate their timely releases.

Scheduling

One participant raised the possibility of allowing for flexible office hours in order to accommodate the demands of their clients.

Standards

The following were the suggestions to ensure that standards were being maintained:

- Come up with clear guidelines on staffing patterns of SWs for LGUs and standards rates
- Require that head SW/MSWDO/CSWDO/PSWDO are registered Social Workers
- Issue a memorandum circular on standard rates/professional fees for accredited counselors, social workers and similar professionals

Systems and Procedures

There were also recommendations pertaining to program systems and procedures. Some of these were also repeated in previous sections.

- Fast track and lessen the requirements for CSAP and ESA
- There should be proper channeling in the delivery of food supplies DSWD-PSWDO-MSWDO or standardize the relief goods operations
- Review procedures of the referral system to remove favoritism on

the issuance of referral and install systems so as to track receipt of goods and their releases

- Come up with updated directories of contact persons
- Ensure that there is clarity in expectations and roles with involved units, agencies and organizations
- Look into the funds transfer and flow and formulate a faster mechanism for transfer

Training and Capability-Building

There were several recommendations concerning the programs on training and capability building. These were clustered according to content and methodology.

Under content, the recommendations were:

- Center administration
- Institutionalizing a child
- Orientation on SW programs and services
- Program/project conception to Proposal writing
- Preparation of legal documents
- Refresher course on counseling
- Trainor's training
- Training of supervisors (CSWDO/MSWDO) on non-ECD areas
- Processing of abandonment papers
- Handling confidential and court-related cases
- Case management
- House parenting
- Information dissemination and campaigns
- Advocacy of newly enacted laws

Suggestions on improving methodology were:

- Develop relevant training to different sectors (i.e. Pre-retirement training, seminar for Older Persons or OPs)
- Conduct post training M&E
- Have consultations on value formation/value formation activities.
- Conduct more comprehensive training with immersion. This is needed to improve skills of youth service provider (Unlad Kabataan Program or UKP).
- Manuals needs to be updated (UKP)
- Conduct regular visit and technical assistance to NGOs particularly on case management
- Add to the roster of resource persons

There were also participants who emphasized the need for regularity of the conduct of the trainings sessions and some said that it would be good if it can be held more frequently. The conduct of training needs assessment of both NGO and LGU partners was also highlighted so that DSWD can

determine the interventions fit for their partners and appropriate to the situation of the cities/municipalities.

This Assessment Process

As cited in the previous section, one participant questioned this evaluation process. S/he further recommended that other clients/partners should be included in this kind of activity. S/he suggested that an evaluation survey should be conducted. Relative to this, the FO should be the one to determine the sample respondents.

B. RECOMMENDATIONS

1. Systems, Coordination and Information

The FGD participants regarded the area of coordination and communication as an area that needed improvement. Many of the issues and problems that surfaced in the workshop discussions were symptoms of this fundamental weakness. The recommendation section presented vital points that DSWD could aim to implement.

Among the key organization systems is monitoring and evaluation. The importance of monitoring and evaluation in the success of any program or project cannot be over emphasized. A good M&E system could spell the difference in the quality of programs and services provided. The simplicity and regularity have to be among the criteria when designing or improving their system. And most important is that the information obtained from M&E are actually used to improve DSWD's performance.

Standards, systems and procedures need to be reviewed and revitalized. It could be that the systems are defined but not actually installed because of ignorance or confusion. More and more, the systems and procedures in place should take into the consideration the devolved nature of DSWD's programs and services. From the comments of the participants, there is still a lot of room for improving the systems.

Provision and dissemination of information is another weak area. This range from distribution of flyers or brochures about their programs and services to making use of other media for reaching DSWD clients and partners. More important though is ensuring that key policies, rules and regulations are well-explained to the partners who are front liners in the delivery of the services. The system for cascading vital information has to be well studied and consistently implemented across the different localities.

The perceived unequal access to programs and services and the role of politics in this access has to be highlighted. DSWD has to examine whether the perception is valid or simply caused by the weakness in systems, procedures and communication.

2. Training, Capability Building and Technical Assistance

Another major area needing improvement is in training, capability building and technical assistance. Concrete suggestions were cited in terms of the content and methodology. What has to be highlighted of the three capability building is the more fundamental concept and that training and technical assistance are just some of the approaches to capacity building. A more holistic and integrated approach to capability building has to be defined. The participants themselves pointed out that the follow through and the implementation or operationalization of what they have learned are hampered a number of factors. These hindering factors have to be identified and a set of interventions for each formulated.

3. Resource Augmentation

Resource augmentation is another dimension needing DSWD's attention. Although resource limitation is a perennial problem for government, other strategies had to be explored to generate and mobilize resources. Resource generation and mobilization entail looking at both internal and external resources. As mentioned by the participants, the LGUs had been sources of funds but only if the LCEs were supportive of the programs. Thus, getting the LCE's support should be a principal priority for DSWD.

The communities are also pools of resources, if only the right strategies are introduced. External fund sources like the NGOs, churches and business sector are also potential resource providers. Again, the creativity in tapping into these resource pools is important. If DSWD itself have limitations in formulating its own strategies to raise resources, then it is understandable that this is regarded as a major weakness. Maybe a marketplace or forum on various ways of resource mobilization can be made a project of ABSNET. ABSNET's function could also be made broader to include other resource augmentation and TA concerns and not just standards maintenance. The SWs from both government (DSWD, LGUs) and NGOs can have exchanges of their success stories or innovative approaches.

Corollary to the issue of limited resources is the lack of facilities and equipment. The participants have forwarded very reasonable recommendations in this area. Certain standards in the different facilities of DSWD and local SW centers have to be maintained. Also, a clear strategy for improving facilities and equipment could be presented formulated taking in to consideration the actual needs of the regions and the clients and for housing new programs and projects. This strategy need not be an exclusive DSWD responsibility. It can be a project of the district, province, city, municipality with other sectoral partners.

4. Partnership Building

This is a key activity of DSWD that also need some examination. The local SW networks or ABSNET is recognized as a facilitative mechanism for partnership building yet it seemed from the comments that this is not maximized. It would be good if the role of partnership building or networking be included in the performance rating of the field offices of DSWD (with the success of ABSNET as one of the indicators). The issues of coordination, resources and capacity-building could actually be partially addressed if partnerships among all SW workers and advocates are vibrant and broadly established.

The assessment also affirmed the positive work done by DSWD in its various programs and services. It was also clear that the role of being the enabler of its partners was not fully played. The role of an enabler or steerer needed to be looked at from a more pro-active stance of an advocate. The term advocacy was mentioned only once but a number of other comments pointed out the importance of advocacy in the areas of advancing the welfare of social workers, policy reforms and implementation of policy gains.

Advocacy underpins many of the priority issues and entails a posturing that aims to win more believers and partners into one's cause. These can be by way of ensuring standards are being met, enabling partners to be better providers of services and programs, and institutionalizing within each LGU the support for social welfare and development. Advocacy also means that the many lessons and gains learned in pilot projects and program targeted areas are also introduced or mainstreamed to other non-program areas.

Being an advocate does not mean providing all the resources. Working together on programs and projects, on addressing issues and solving problems are in themselves an approach to capability and partnership building. The real challenge is looking at old ways of doing things with a new pair of eyes. Most importantly, it is doing your mission with enough passion and excitement to believe that solutions can be found.

C. ANALYSIS

In the analysis of the FGD results, three factors were used: (1) frequency factor, referring to how often an idea or a response was made by the participant-respondents in the FGDs; (2) intensity or how strong the comments came across as verified with the DSWD Team facilitators; and, (3) expansiveness or how the idea or response was mentioned across the regional FGDs.

The succeeding tables would show the results of the assessment of each pre-identified theme per region. Partners from Regions 1 and 3 did not use the matrix. They immediately proceeded to Workshop 2 on Issues and Problems and Workshop 3 on Recommendations.

Table IV.1 Positive Responses to the Pre-identified Themes per Region

REGIONS	PRE-IDENTIFIED THEMES							
	ADEQUACY	APPROPRIATENESS	COST	FACILITIES	PARTICIPATION	QUALITY	RELEVANCE	TIME-LINESS
NCR	R	CIDSS R TA	LAP				ALL	LAP R TA
CAR		TA			TA		TA	LAP R
1								
2	LAP R RA	LAP R RA T		RA T	LAP RA T	RA	RA T	RA T
3		CIDSS						CIDSS
4	R RA T	R T TA			LAP RA	R TA	LAP R RA	R RA TA
5	LAP R T TA	LAP R T TA	LAP R T	LAP R T TA	RA T	LAP R TA	LAP R T	LAP R T
6	LAP T TA	LAP T TA	LAP TA	LAP T TA	LAP T TA	LAP TA	LAP T TA	T TA
7	CIDSS RA T TA	CIDSS LAP R RA T TA	LAP P RA		CIDSS LAP R RA T TA	CIDSS LAP R RA	CIDSS LAP P R RA TA	CIDSS R RA T
8	R T	CIDSS LAP R T TA		LAP R T	RA T TA	R RA TA	LAP R RA T TA	LAP R RA T
9	TA	LAP TA	LAP	LAP T TA		LAP TA	LAP TA	LAP TA
10	RA T TA	LAP RA T TA	TA	R RA T	LAP RA T TA	LAP R RA TA	LAP RA T TA	LAP R RA T
11	RA TA	LAP RA T TA	LAP T TA	TA	T TA	LAP RA TA	LAP T TA	LAP RA TA

12		T	LAP	R T TA	TA	R TA	LAP TA	R
CARAGA	R RA	LAP R			RA T		LAP	LAP RA T

Legend: CIDSS (KALAHLI, EC) = CIDSS; Day Care Services = DCS; Licensing/accreditation/Permits = LAP; Partnership (including ABSNET) = P; Referrals = R; Resource Augmentation = RA; Technical Assistance = TA; Training = T

Using the frequency factor, DSWD received positive responses from the participants from almost all regions on the pre-identified themes of adequacy, appropriateness, cost, facilities, participation, quality, relevance and timeliness. A frequency count of positive responses for the different programs and services would show that Technical Assistance received the highest positive responses of 56 across all themes and regions. Licensing, Accreditation and Permits came next with 53. Training received 48, Referral got 38 whereas Resource Augmentation had 37 and CIDSS received 12 positive comments. Based on the themes, Appropriateness received the highest number of at 40, next would be Timeliness and Relevance with 40 and 37 responses.

Table IV.2 Negative Responses to the Pre-identified Themes per Region

REGIONS	PRE-IDENTIFIED THEMES							
	ADEQUACY	APPROPRIATENESS	COST	FACILITIES	PARTICIPATION	QUALITY	RELEVANCE	TIME-LINESS
NCR	CIDSS R			R		CIDSS		
CAR	LAP	LAP TA	LAP			LAP		R T
1								
2	LAP R RA					LAP		LAP RA
3								
4	DCS LAP RA	RA		R RA		LAP		LAP R RA
5	LAP RA	RA						RA
6				T				LAP
7	R			R		CIDSS P		R RA
8	CIDSS LAP RA			RA				CIDSS
9	LAP							
10	LAP			R		LAP		
11	LAP			T		TA		T

12	LAP R T TA	LAP R T TA						LAP R RA T TA
CARAGA	R RA T		LAP			LAP		RA

Legend: CIDSS (KALAH, ECCD) = CIDSS; Day Care Services = DCS; Licensing/accreditation/Permits = LAP;
Partnership (including ABSNET) = P; Referrals = R; Resource Augmentation = RA; Technical Assistance = TA;
Training = T

In terms of negative responses, Adequacy and Timeliness seemed to have received the most number from the participants from almost all regional FGDs and for most of the DSWD programs and services. Next would be Quality. Table IV.3 compares the responses across themes and Table IV.4 compares the responses across the programs.

Table IV.3 Number of Positive and Negative Responses Per Theme

Themes	Positive Responses	Negative Responses
Adequacy	28	25
Appropriateness	44	8
Cost	17	2
Facilities	25	8
Participation	30	0
Quality	27	11
Relevance	37	0
Timeliness	40	20

Table IV.4 Number of Positive and Negative Responses For Each Program

Themes	Positive Responses	Negative Responses
CIDSS and Day Care Services	12	5
Licensing, Accreditation, Permits	53	21
Referrals	38	13
Resource Augmentation	37	15
Training	48	10
Technical Assistance	56	5

It had to be noted that a frequency count alone would provide limited information about the programs and services of DSWD. It was observed that the themes that the order of the discussion of the themes affected the number of responses made by the participants. The themes of Timeliness, Appropriateness and Adequacy were the first to be discussed. It was noticeable that these themes received the most comments from the participant-respondents.

The above information would be treated as indicative and not definitive or conclusive. The information obtained from the succeeding workshops that made use of open-ended questions was more substantive and revealing.

After clustering the participants comment into different themes or categories, these were compared across the three workshops. The table below shows the results of the comparison.

Table IV. 5 Comparing the Categories Across Workshops

CATEGORIES	ASSESS- MENT	ISSUES AND PROBLEMS	RECOMMEN- DATIONS
Access to DSWD Programs and Services		✓	✓
Advocacy			✓
CIDSS (KALAH and ECCD)	✓	✓	✓
Coordination and Communication	✓	✓	✓
Devolution Issues			✓
Facilities and Equipment	✓	✓	✓
Fees and Charges	✓		✓
Licensing, Accreditation and Permits	✓		✓
Information Provision and Dissemination		✓	✓
Monitoring and Evaluation		✓	✓
Partnership-Building			✓
Program and Project Specific Issues	✓	✓	✓
Referrals	✓		
Resource Augmentation	✓	✓	✓
Scheduling			✓
Social Worker		✓	✓
Standards		✓	✓
Systems and Procedures		✓	✓
This Assessment Process		✓	✓
Training, Capability Building and Technical Assistance	✓	✓	✓

The categories can be further arranged into specific and general categories. Specific here was defined as those categories that were limited in scope or was specific to a program or services. General categories referred to cross-cutting themes that would be applicable to more than one of the programs or services. Resource Augmentation, Partnership-Building and Training/Technical Assistance/ Capability Building were treated as general categories because these could be regarded as basic strategies in all programs and services.

Table IV. 6 Comparing the Specific Categories Across Workshops

CATEGORIES	ASSESS- MENT	ISSUES AND PROBLEMS	RECOMMEN- DATIONS
CIDSS (KALAH and ECCD)	✓	✓	✓
Facilities and Equipment	✓	✓	✓
Fees and Charges	✓		✓
Licensing, Accreditation and Permits	✓		✓

Program and Project Specific Issues	✓	✓	✓
Referrals	✓		
Scheduling			✓
Standards		✓	✓
This Assessment Process		✓	✓

Table IV. 7 Comparing the General Categories Across Workshops

CATEGORIES	ASSESS- MENT	ISSUES AND PROBLEMS	RECOMMEN- DATIONS
Access to DSWD Programs and Services		✓	✓
Advocacy			✓
Coordination and Communication	✓	✓	✓
Devolution Issues			✓
Information Provision and Dissemination		✓	✓
Monitoring and Evaluation		✓	✓
Partnership-Building			✓
Resource Augmentation	✓	✓	✓
Social Worker		✓	✓
Systems and Procedures		✓	✓
Training, Capability Building and Technical Assistance	✓	✓	✓

The discussions on Issues and Problems surfaced both specific concerns about the programs and services of DSWD. Under specific concerns Standards seemed to be often mentioned as problematic across regions.

Table IV.8 Specific Issues and Problems Across Regions

CATEGORIES	REGIONS														
	N C R	C A R	1	2	3	4	5	6	7	8	9	10	11	12	13
Facilities and Equipment (1)		⊗													
Program and Project Specific Issues (8)		⊗		⊗			⊗	⊗		⊗			⊗	⊗	⊗
Standards (Accreditation, Permits, Licensing) (6)			⊗		⊗		⊗					⊗	⊗		⊗
This Assessment Process (1)							⊗								

The top issues and problems most often encountered in the regions were: (1) systems and procedures; (2) coordination and communication; (3) training capability-building and assistance; and (4) resource augmentation.

Table IV.9 General Issues and Problems Across Regions

CATEGORIES	REGIONS														
	N C R	C A R	1	2	3	4	5	6	7	8	9	10	11	12	13
Access to DSWD Programs and Services (3)			⊗				⊗								⊗
Coordination and Communication (9)		⊗			⊗		⊗		⊗	⊗		⊗	⊗	⊗	⊗
Information Provision and Dissemination (4)		⊗	⊗		⊗										⊗
Monitoring and Evaluation (5)	⊗			⊗		⊗						⊗			⊗
Partnership-Building (4)		⊗									⊗			⊗	⊗
Resource Augmentation (8)	⊗		⊗		⊗	⊗			⊗	⊗	⊗				⊗
Social Worker (6)			⊗	⊗						⊗		⊗	⊗		⊗
Systems and Procedures (12)		⊗	⊗	⊗	⊗		⊗	⊗	⊗		⊗	⊗	⊗	⊗	⊗
Training, Capability Building and Technical Assistance (9)		⊗	⊗	⊗			⊗	⊗				⊗	⊗	⊗	⊗

The workshops on recommendations were also highly informative and provided concrete suggestions on improving DSWD's programs and services. The two tables below present the different categories and the region from where the recommendations came from.

Table IV.10 Recommendations on Specific Concerns Across Regions

CATEGORIES	REGIONS														
	N C R	C A R	1	2	3	4	5	6	7	8	9	10	11	12	13
CIDSS (KALAH and ECCD) (2)					☺							☺			
Fees and Charges (4)	☺	☺							☺						☺
Facilities and Equipment (6)		☺				☺		☺	☺				☺		☺
Licensing, Accreditation and Permits (10)	☺		☺	☺	☺		☺		☺		☺	☺	☺		☺
Other Program and Project Specific Issues (7)	☺	☺					☺	☺				☺	☺		☺
Scheduling (1)															☺
This Assessment Process (1)							☺								

Table IV.11 Recommendations on General Concerns Across Regions

CATEGORIES	REGIONS														
	N C R	C A R	1	2	3	4	5	6	7	8	9	10	11	12	13
Access to DSWD Programs and Services (2)			☺				☺								
Advocacy (8)	☺	☺	☺		☺	☺	☺						☺		☺
Coordination and Communication (10)		☺	☺	☺	☺	☺				☺		☺	☺	☺	☺
Devolution Issues (2)	☺									☺					
Information Provision and Dissemination (8)		☺	☺	☺	☺	☺	☺		☺		☺				
Monitoring and Evaluation (6)	☺			☺		☺		☺	☺						☺
Partnership-Building (9)	☺	☺		☺			☺	☺	☺			☺		☺	☺
Resource Augmentation (5)			☺		☺			☺					☺	☺	
Systems and Procedures (6)			☺	☺		☺		☺				☺			☺
Training, Capability Building and Technical Assistance (11)		☺	☺	☺	☺	☺	☺	☺				☺	☺	☺	☺

Note: Region 13 is CARAGA

Similar to the issues and problems, the categories that received the most suggestions were Standards (Licensing, Accreditation and Permits) under specific concerns and the following under general categories:

- Training, Capability Building and Technical Assistance (11)
- Coordination and Communication (10)
- Partnership-Building (9)
- Information Provision and Dissemination (8)
- Advocacy (8)

CLIENTS

A. RESULTS

1. Workshop on Assessment

This section presents the results of the first workshop on assessing DSWD programs and services based on the eight pre-identified dimensions. Appendix D gives the extracted negative statements from the consolidated workshop outputs.

Coordination and Communication

In terms of timeliness, negative responses were heard from Regions CAR, 1, 2, 4, 6, 8, 10 and CARAGA. Delays were experienced in transmission of data, information and communication. There are also other factors that cause the delay that is beyond control of the DSWD such as the progress of the case is dependent on judge's discretion.

Advocacy

On the adequacy dimension, advocacy was lacking particularly in terms of the implementation of the law. Region 2 cited that no consultation was conducted relative to the implementation of the law.

Training

Participants from Regions CAR and 6 cited that trainings provided to PWDs and OPs are not appropriate. One reason is, skills acquired were not applied considering the stability of the market on the products being produced. Likewise, some regions (Regions CAR, 1, 5, 7, 8, 9 and 12) mentioned that trainings are still inadequate due to the following: funding availability, limited availment of PWDs and lack of time for the training due to other priorities. Other issues raised were: poor participation, facilities are still lacking while some needs improvement.

Resource Augmentation

Programs and services included in this category were: disaster relief, shelter, education, financial and livelihood assistance. On the matter of quality, majority of the regions cited negative responses on the quality of programs and services being provided. There has to be improved particularly on the programs for PWDs and OPs. Likewise, in terms of timeliness, participants from Regions CAR, 2, 3, 6, 8, 9 and 10 cited negative responses. Some of the reasons for not being on time are: lack of technical assistance, lack of requirement, processing of documents and unavailability of funds. All sector's representatives cited that there is inadequacy in the programs and services provided, particularly in the financial assistance which for them, is still limited.

3. Workshop on Recommendations.

The recommendations were handled similarly as the preceding section on issues and problems. Appendix F presents the matrix of the third workshop on client's recommendations

Access

It was proposed that accessibility for PWDs particularly on the location of venue for training/meeting need to be improved/strengthened.

Advocacy

In terms of advocacy, there is a need for the DSWD to monitor the enforcement of different laws: (RA 9257, RA 7277, BP 344, MC 01-2003) to ensure its full implementation. The need for advocacy campaign and information dissemination is essential for the awareness of beneficiaries on the specific provisions stated in the law. It was specifically mentioned that the DSWD need to intervene in motivating/encouraging LGUs to allocate 5% of their IRA to GAD programs and services.

Centers/Institutions

To ensure that DSWD centers/institutions are functioning based on the standard operating procedure, the DSWD CO/FO staff should conduct a regular monitoring visit to all centers/institutions. There is also a need for the assessment and evaluation of these centers/institutions in terms of manpower (its roles and functions) and location as well as programs/services being provided to beneficiaries. After care follow-up should be looked into to determine the impact.

CIDSS (KALAH-CIDSS)

Participants expressed that an orientation of the KALAH-CIDSS project to LGUs and NGOs should be conducted. Similarly, CIDSS program should be a continuing program to cater more beneficiaries to include children and OPs.

Coordination and Communication

Concrete suggestion on how to improve coordination and communication were surfaced in the different FGDs. These suggestion were the following:

- DSWD, PNP and court to coordinate with each other to facilitate the handling of cases;
- Continue the good partnership with other government agencies, NGOs and LGUs;
- Proper coordination/linkage with the stakeholder should be strengthened

to address the issues/problems of the beneficiaries, particularly in handling of cases and provision of programs and services.

Day Care Service

It is recommended to have an additional DCCs/DCWs as well as materials for Day Care Children. Honorarium for DCWs should also take into consideration.

Facilities

There was a recommendation to visit DSWD centers/institutions to assess its facilities: TV set, beds, rooms for visitors, sports area, musical instrument, ceiling, CR, fence, playground, study rooms – whether these are still functioning or in good condition.

Follow-up Activities

Follow-up of DSWD particularly on pending cases should be a continuing activities to make sure that the problems of clients are being addressed.

Information Dissemination/IEC Materials

Recommendation on improving the provision of IEC materials and dissemination of information were: 1) Brochures of finished product to be disseminated regionwide, 2) DSWD CO to intervene and disseminate information down to the barangay level, 3) awareness of parents to attend court hearing.

Monitoring and Evaluation

Monitoring of different programs/projects of DSWD particularly SEA-K and Disaster Program should be conducted regularly to ensure proper implementation.

Partnership Building

Recommendations made on partnership-building were: 1) Call a meeting in the barangay to discuss and identify other community problems. 2) Conduct a dialogue with community leaders, beneficiaries and implementers, 3) Community/Beneficiaries should tap resources in relation to the identified problems, 3) SW need to have a good interpersonal skills in dealing with other peoples.

Programs Specific

Continue the DSWD programs/services especially for the poor and needy beneficiaries. Intensify livelihood programs and skills training. Extend these programs and services down to the barangay level. Pabahay Program should be a continuing program of DSWD. It could be appreciated if this

2. Workshop on Issues and Problems

Presented in these sections are the issues and problems that was raised by the clients in the second workshop. The regions from where the comments came from were not anymore indicated. It would suffice that such issues and problems surfaced and that this would serve as data for DSWD. Appendix E presents all the comments raised by the clients.

Adequacy of Programs and Services

Most concerns raised revolved around adequacy of programs and services, ie. Livelihood, employment, capital, IGP (which is most often mentioned), financial assistance, medical, educational, housing, DCC facilities and equipment, relief, rehabilitation and counseling. It has been mentioned that financial and educational assistance are still limited, and lack of opportunity for employment for PWDs.

Advocacy

All regions except Regions 3 and 5 cited problems on the implementation of the following laws and its provisions: 1) Accessibility Law, 2) RA 7432/ RA 9257 (creation of OPDA/discount for OPs), Magna Cart for PWDs, Sec. 29 of GAA 2003. Lack of information dissemination was also cited particularly on the Senior Citizens' benefits, DSWD programs and services and issuance of Joint Circular # 2003.

Coordination and Communication

Three (3) regions pointed out that there is a problem in coordination of the DSWD with other agencies such as PNP and court. Delays in court was also mentioned.

Facilities

The issue of lack of facilities or quality of facilities needing improvement was explained. Some of these are: obsolete facilities particularly on electronic courses, lack of bed and CR, training venue for PWDs are not friendly. Some centers need to be repair, particularly DCC.

Programs and Project Specific Issues

There were program specific concerns that surfaced such as: schools for PWDs, programs/projects for OSY/Drug Dependents, adoption process, and SEA-K program.

Social Worker

There were also concerns raised about the quality of services of social workers. Behavioral attitudes towards PWDs, minimal support of SW, immediate medical attention, late arrival of SW assigned to attend court

hearing were specifically mentioned.

Resource Limitation

Resource limitation in the following areas were identified: lack of transportation particularly in attending court cases/emergency cases, low quality food in the centers, subsidy for foster parents, VIPY honorarium, lack of personnel, absence of facilities, and lack of supplies and materials.

Sectoral Issues

Some of sectoral problems cited are the following: lack of livelihood and employment, SEA-K (Families); lack of scholarship opportunities, lack of education, inadequate massage clinic (PWDs), sexual harassment, abortion, early marriage, employment, drug addiction, education (Children/ Youth/Women).

Systems and Procedure

There were a number of issues that surfaced that could be clustered under problems in systems and procedures. One was the delays experienced in the processing or delivery of the services. This include tedious process and numerous requirements (not all requirements are listed or given at the same time). Non-provision of feedback on the request and their status was also regarded as an issue. In the area of fund flows and releases, the following problems were encountered: delays in release of gratuity/grants, delays in release of allowance/stipend (PGMA scholarship).

Training

Several issues raised on the conduct of training are the following: sessions were not held due to lack of funds and instructor, type of trainings are not matched with what client needs, and no employment opportunity after the training. It was also mentioned that the resource person should be knowledgeable on the training to be conducted.

Other Issues/Problems

Other issues/problems cited were not for DSWD alone or entirely for DSWD's responsibility. Some of these are the following: garbage collection, farm to marker roads, peace and order, housing, spring development, relocation areas, employment, medicines. These issues/problems could be shared with other concerned agencies for them to be able to address these issues.

can be extended to other needy clients. PGMA scholarship program is recommended to have an additional hours, increase the financial assistance and have additional available schools for the scholars so that the student have choices on the course.

Resource Augmentation

The following were the suggestions:

- Continue extending assistance to needy clients
- Increase the educational, financial and livelihood assistance being provided
- Fast track the provision of the cash/burial assistance
- There should be stock of medicines and supplies at the center in case of emergency
- The content of Disaster Relief Goods should be uniform and the number of household members should be considered
- Increase the DSWD budget for sustainability of the provision of programs/services.

Systems and Procedures

There is a need to review the systems and procedures in the implementation of specific programs/projects as well as in providing/delivering of social welfare services.

Training

Continuous conduct of training should be done. Relative to this, training to be conducted should be based on the TNA. Additional and upgraded courses to suit the needs of clients should be provided. Specifically, it was proposed that there should be a livelihood training for PWDs. Likewise, the resource persons for the training should be knowledgeable and budget should be allocated for the conduct of training.

B. RECOMMENDATIONS

1. Systems, Coordination and Information

The client participants regarded the area of coordination and communication as an area that needed improvement. Along these areas, the following recommendations need to be considered:

There is a need for the Department to improve the systems particularly in the processing or delivery of services. Likewise, proper coordination/linkage with other agencies/stakeholders should be strengthened. This is crucial on the part of clients, particularly to facilitate the handling of cases.

Provision of IEC materials and dissemination of information to clients is also very important to ensure awareness on the new policies, programs and projects. An orientation to the newly enacted laws should also be regularly conducted.

2. Training, Capability Building and Technical Assistance

Another major area needing improvement is in training and capability building. Concrete suggestions were cited in terms conducting trainings to clients. Upgrading of courses to suit the needs of clients should be considered specifically on PWDs. Consultation with the clients is necessary to determine the type of trainings to be conducted since there are trainings that are not matched with what client needs. Further, the resource persons should be knowledgeable on the trainings to be conducted.

3. Resource Augmentation

Resource Augmentation is another dimension needing DSWD's attention. The issue of lack of facilities or quality of facilities needing improvement was a major concern of clients. Certain standards in the different facilities of DSWD and local SW centers have to be maintained. Also, a clear strategy for improving facilities could be formulated taking into consideration the actual needs of clients.

4. Monitoring and Evaluation

Continuous monitoring and evaluation of centers and institutions should be done by the Department to ensure that these centers/institutions are functioning based on the standard operating procedures. Similarly, the DSWD programs and projects should also be evaluated to determine the impact to the clients.

C. ANALYSIS

In the analysis of the FGD results on the part of the clients, all negative statements of each pre-identified theme per region were extracted. The results are the following:

On Timeliness, resource augmentation have received most number of regions (11 regions - NCR, CAR, 1, 2, 3, 5, 6, 8, 9, 10 & CARAGA) with negative responses followed by coordination and communication with 6 regions (CAR, 1, 2, 4, 6, & 8)

On Appropriateness, it is good to note that very minimal negative responses were received.

On Adequacy, resource augmentation have received most number of regions (9 regions - CAR, NCR, 1, 2, 3, 6, 8, 9, and 10) with negative responses followed by training (6 regions - NCR, 1, 5, 7, 8, and 12).

On Quality of Service, negative responses came from 6 regions – CAR, 2, 7, 8, 9 and 10, particularly from PWDs and Older Persons sectors.

On Facilities, it could be noted that a lot of negative responses came from clients of DSWD centers and institutions.

Generally, it seemed that Resource Augmentation have received the most number of regions with negative responses based on the pre-identified themes. It only shows that resource augmentation is very crucial on the part of the clients. Since resource limitation is a perennial problem for government, other strategies had to be explored to generate and mobilize resources.

*REPORT ON THE RAPID
ASSESSMENT OF DSWD
PROGRAMS AND SERVICES
USING FOCUS GROUP
DISCUSSION (FGD)*

July 29 - September 24, 2004

A RAPID ASSESSMENT OF DSWD PROGRAMS AND SERVICES USING FOCUS GROUP DISCUSSION

I. INTRODUCTIONS

Devolution brought about the change in the role of the Department of Social Welfare and Development (DSWD), from rower to steerer, from a direct service provider to a more direction, policy and standard-setting role. This entailed developing partnerships and working with local government units (LGUs), non-governmental organizations (NGOs) and other intermediary agencies. More than ten years from the start of the devolution process, DSWD, while working with the devolved local units and other intermediary organizations, still maintained some programs and services that directly involve its personnel with center-based and community-based clients.

In a number of occasions, the need to do an overall analysis of DSWD's general performance and client satisfaction had surfaced. Although DSWD had conducted its own evaluations, these were done on a per program or project basis. No general assessment had been undertaken in the recent past that involved their clients and partners. It was, thus, decided by the leadership of DSWD to conduct an assessment and tasked its Policy and Research Division (PRD) of the Policy and Plans Bureau (PPB) to undertake it¹.

Originally the proposal of the Division was to conduct a survey in fifteen (15) regions nationwide. In each region the respondents composed of direct service clients and LGU and NGO partners were to be gathered in one site and they would be asked to answer the survey forms. However, instead of a survey, a qualitative assessment be undertaken and that the focus group discussion (FGD) approach was used as its principal methodology. The FGDs were conducted for two months, covering the period of 29 July till 24 September 2004.

A. Purpose of the Assessment

The following are the objectives of the FGDs:

- To conduct an assessment of DSWD's overall performance based on clients' and partners' perspective;
- To identify opportunities for service improvement by surfacing client's and partner's demands and needs;

The information obtained from this assessment was to be provided to front-line/technical staff and management in order to improve program efficiency and effectiveness. Consequently, this would also guide management in the allocation of resources, taking into consideration what the clients and partners had expressed as their priorities.

¹ The staff tasked to do the assessment will hereon be referred to as the DSWD team.

B. Significance of the Project

Aside from the objectives, the following were the significance that the scheme used for this assessment could provide. These were:

- § Develop an evaluation schema that DSWD can make use of for its present purpose and for the future
- § Prove that despite limitations in resources, time and level of capabilities, a proper and appropriate assessment can still be achieved
- § Provide an opportunity to enhance the capabilities of the DSWD team involved in the process

C. Limitations of The Project

It would have been ideal if the consultant with the DSWD team handled all the FGDs in the different regions ensure consistency in facilitation and documentation. Because of the limitation in time and resources this was not made possible. Also, the consultant had to contend with the varying skill levels of the facilitators and documentors who handled the FGDs.

The team managed this by undertaking a mentoring process with the consultant. The Team also assigned at least two team members to be in the FGD and one of them would serve as overall moderator. The local facilitators and documentors were provided with the standard format and guidelines for the conduct of the FGD.

Another limitation encountered was the translation issue. Direct translation was done by the facilitators and documentors, i.e., as the participant-respondent speak, the documentator immediately translated the comments in his/her notes.

The determination of the participant-respondents or sampling scheme was left to the DSWD regional staff. Selection of participant-respondents was left to the regional offices with the simple instructions that they should represent clients from communities and centers, and from partner LGUs and NGOs.

II. METHODOLOGY**A. Participants**

DSWD invited 35 direct service clients and 10 representatives from LGU and NGO partners to participate in each of the regional FGD. For all the 15 regions, a total of 525 direct service clients and 150 partners were targeted.

A total of 111 LGU and NGO representatives actually participated in the FGDs from Regions NCR, CAR, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12 and CARAGA. The table below shows the number of participants per region according to their sector and gender.

Table A.1 Participants (Partners) to the FGDs Per Region According to Sector and Gender

REGION	NGOs		LGUs		SUB-TOTALS		TOTALS
	Male	Female	Male	Female	Male	Female	
NCR	0 (2)	1	1 (3)	2	1 (5)	3	9
CAR	2	1	0	0	2	1	3
Region 1	2*	1	1	6	3	7	10
Region 2	1	1	1	1	2	2	4
Region 3	0	1	2	2	2	3	5
Region 4	0	2**	1	4	1	6	7
Region 5	0	3	0	6	0	9	9
Region 6	2	3	1	2	3	5	8
Region 7	0	4	2***	3	2	7	9
Region 8	0	1	1	3	1	4	5
Region 9	2**	6	0	0	2	6	8
Region 10	1	2	1	4	2	6	8
Region 11	0	8	0	3	0	11	11
Region 12	1	4	1	2	2	6	8
CARAGA	1	2	0	4	1	6	7
Subtotals	12 (2)	40	12 (3)	42	24 (5)	82	
TOTALS	54		57				111

Numbers in parenthesis () represent participants who did not give their names; thus, gender cannot be determined

*Representing People's Organizations (PO)

** One is a PO representative

***Regional representatives from NEDA and CHR, both national government agencies.

Of the 150 participants expected for 15 regions 111 attended or 74% of the targeted number. 57 or 51% represented the LGUs² and 54 or 49 % were from the NGOs.

² The representatives of the LGUs came from the Municipal Social Welfare and Development Office, the City Social Welfare and Development Office and the Provincial Social Welfare Office.

Table A.2 Participants (Clients) to the FGDs Per Region

REGION	CENTER-BASED	COMMUNITY-BASED	TOTAL
NCR	19	13	32
I	7	32	39
II	14	14	28
III	4	11	15
IV	7	3	10
V	-	21	21
VI	9	16	25
VII	13	17	30
VIII	2	14	16
IX	18	11	29
X	8	12	20
XI	13	16	29
XII	8	17	25
CARAGA	-	13	13
TOTAL	133	223	356

On the part of the clients, out of the 525 participants expected for 15 regions, 356 attended or 68% of the targeted number. 223 or 63% represents community-based clients and 133 or 37% are from centers and institutions.

B. Timeframe of the Assessment

The FGDs were conducted from 29 July to 24 September 2004. The team prepared the documentation report a day after the FGD. The cleaned up reports were submitted to the consultant within a week after the conduct of the FGD.

C. Design of the Focus Group Discussion

Presented below is the over-all design for the FGDs conducted for both the direct service clients and partners. All participants underwent the same process.

- During registration each participant was asked to accomplish a profile form to get his/her basic information. These included the name, age, address, region, sector, program or service s/he is/was involved in, how s/he knew about the service/program.
- The overall assessment objectives and design were presented in the Introductions. While waiting for the participants, the facilitators taught new icebreakers or exercises to the participants.
- The participants was grouped accordingly:
 - women, children and youth
 - person with disabilities, older persons
 - disadvantaged families, disaster victims and internally displaced persons

- Partners: LGUs, NGOs, other social welfare and development agencies
- Each group was assigned a facilitator and a documentor to make sure that the discussions were accurately captured. Thus, a total of 5 facilitators and documentors (1 for plenary and 4 for discussion groups) was needed for each FGD. The facilitators and documentors was composed of the staff from the PPB of the Central Office and the staff from the Field Offices. Ideally, only one group of facilitators and documentors should handle all the FGDs for a standardized approach to the FGDs. Because of limitation in resources and time considerations this could not be done. Section G on Preparing the Facilitators and Documentors would explain how the consultant and the DSWD Team addressed these limitations.
- There were three (3) workshop discussions. The first one discussed an assessment of the services and programs using eight (8) pre-identified dimensions. The second workshop discussed issues and problems encountered when availing of the programs and services. The last workshop was on recommendations to improve them.
- After the three workshops, each group reported the results of their discussions. The overall moderator wrote on the board the key points from each report.
- The moderator then summarized the different group reports. S/he also highlighted striking points raised in the workshop discussion. S/he then thanked the participants and called on the regional organizers or field office staff to close the activity.

D. Guide Questions

Workshop 1 General Question: What can you say about the services and programs of DSWD? *Ano ang masasabi mo tungkol sa mga serbisyo at programa ng DSWD?*

- Adequacy *Sapat ba ang serbisyo?*
- Appropriateness *Angkop ba ang serbisyo?*
- Cost *Narapat lang ba ang singil o bayad?*
- Facilities *Lokasyon? Kalinisan? Kasapatan? Kaayusan?*
- Participation *Nasasangkot ba kayo sa pagpapalano?*

Implementasyon?

- Quality *Maganda ba ang kalidad ng serbisyo?*
- Relevance *Makabuluhan ba?*
- Timeliness *Kamusta ang bilis/bagal ng serbisyo?*

Workshop 2. General Question: What are the issues and problems you encountered when you were availing of the programs and services? *Anu-ano ang mga isyu at problema na naranasan ninyo sa mga programa at serbisyo ng DSWD?*

Workshop 3 General Question: What are your recommendations to improve the services and programs of DSWD? *Ano ang maimumungkahi mo para mapaganda pa ang serbisyo ng DSWD?*

E. Program/Schedule

Time	Activity	Instructions
8:30 am 9:00	Registration	<ul style="list-style-type: none"> All participants and DSWD personnel should have a name tag Attendance Sheet has to be prepared ahead Participants will be asked to fill-up the information sheet.
9:00 10:00	Introductions Objectives Schedule of Activities Instructions for the discussion group	Copies of the program may be distributed or simply reproduced in the board or manila paper.
10:00	Working Break	Participants will be asked to proceed to their discussion groups. Merienda will be served in their groups.
10:00 12:00	Workshop 1: Assessing DSWD	<ul style="list-style-type: none"> Do a round of introductions Explain again what is expected from them Ask that they choose their presenter Documentor should be provided with tape recorder, batteries and enough cassette for 6 hrs of discussion Also provide manila paper/flaps, masking tape and felt tip pens for the facilitators
12:00 – 1:00	LUNCH BREAK	
1:00 2:00	Workshop 2: Issues and Problems	<ul style="list-style-type: none"> The group may assign a different reporter for this portion. Facilitate and document
2:00 3:00	Workshop 3: Recommendations	
3:00 – 3:30	Break	
3:30 4:30	Presentation of Workshop Outputs	<ul style="list-style-type: none"> Each group will present their group's outputs The presentation should also be documented. If flaps were used then collect all the flaps for easier and accurate documentation.
4:30 5:00	Synthesis of the Presentations and Closing	<ul style="list-style-type: none"> This will be done by the overall moderator/facilitator This should also be documented
5:00 5:30	Clinic-ing by the organizing team (including facilitator and documentor)	<ul style="list-style-type: none"> The organizing team will assess the quality of the responses and level of participation of the participants. Identify ways to improve the FGD in order to assist the next region in their conduct of their FGD.

F. Documentation Procedures

Instructions were given to the Team that as much as possible, the facilitators should write the key words used by the participants on the flaps or manila paper. Documentor should ideally capture verbatim the discussion. The participant was asked to mention program/service s/he benefited from and this should be noted before her/his comments.

A matrix of the eight pre-identified dimensions was prepared ahead for easier documentation.

Workshop 1 ASSESSMENT (Indicate Sector and Region)

NAME* Program/ Service	DIMENSIONS							
	Time- liness	Appro- priateness	Adequacy	Cost	Quality of Service	Facilities	Participa- tion	Rele- vance
Juan dela Cruz (KALAHI- CIDSS)								

* Name need not be indicated. What is important is the program or service availed off or being assessed.

For the 2nd and 3rd workshops, the responses were simply listed down. Doing away with the matrix would allow for "thinking outside the box". The DSWD Team wanted to ensure that the eight dimensions were to be covered; thus, it was agreed that the first workshop would cover these dimensions first. The consultant then proposed that an unstructured format for the 2nd and 3rd workshops be adopted. This format allowed other points outside the pre-identified dimensions to surface.

G. Preparing the Facilitators and Documentors

The DSWD Central Office (CO) Team assigned two of their members to each of the regional FGD. They got the additional facilitators and documentors from the regional offices. To ensure that a certain standard of facilitating and documenting was maintained, the Team undertook the following measures:

- A session was conducted by the consultant to provide them with pointers³ on facilitating and documenting.
- The consultant handled the moderating of the first two FGDs (Regions NCR and 4) held on 29 and 30 July 2004. After each of the FGD, the Team clinic-ed the day's activity. Additional pointers were provided.
- After the two documentation reports were submitted to the consultant, a session was again held to give more reminders based on the reports,
- The DSWD Team assigned to the regional FGD went to the region a day ahead of the scheduled activity to brief the local facilitators and

³ Here is one example of the pointers given: refrain from explaining that not all problems can be solved by DSWD or that it is the LGUs responsibility to address this. This can be easily indicated in the analysis. What we are after is getting their perception and expectations. If they have "wrong" expectations then this too will be subject for analysis

documentors. They gave the same pointers provided to them by the consultant.

- They remained for another after the FGD to work on the documentation report.
- Three more assessment or clinic-ing sessions were held by the DSWD Team and the consultant. In these sessions, the formatting of the documentation reports was continuously improved.⁴

III. FINDINGS AND RECOMMENDATIONS

PARTNERS

A. RESULTS

1. Workshop on Assessment

This section presents the results of the first workshop on assessing DSWD programs and services based on the eight pre-identified dimensions. Appendix A gives the consolidated workshop outputs as thematically organized.

Comprehensive and Integrated Delivery of Social Services (CIDSS)

CIDSS was often mentioned in connection with the Kapit-Bisig Laban sa Kahirapan Program or KALAHI and the Early Childhood Care and Development Program. In terms of appropriateness, there were positive responses from regions NCR, 4, 7 and 8. This was also regarded as the most relevant program in at least four regions (NCR, 4, 7, 8). In the FGD held in Region 7, it was cited that consultation was done from top to bottom involving all stakeholders. A consistent complaint across all dimensions was the lack of information, education and communication (IEC) materials. Other issues included delays in fund releases and the lack of budget allocation and support by the local chief executives (LCE).

Coordination and Communication

The Area-based Standards Network or ABSNET was mentioned as a good mechanism for coordination and communication in the locality. ABSNET was specifically singled out as a facilitative factor. In the same FGD it was also cited that coordination was well done and that DSWD emphasized partnership. What was identified as weak was that the data provided by the DSWD were outdated and often lacked analysis. Delays were also experienced in transmission of data, information, and communication (7, 12). Updates on policies were provided quite timely but what was problematic was the lack of explanation (12). Also when dealing with court cases, delays were experienced due to other reasons outside DSWD's control.

⁴ This was also the time when the researcher explained the steps necessary for the scale construction for the quantitative portion of the assessment.

Licensing, Accreditation and Permits

In terms of adequacy, positive responses were heard from Region 6 while negative responses were raised from Regions 1, 4, 8, 10 and 12. Mixed responses came from Regions 2 and 5. Issues cited included the lack of advocacy, slowness in the issuance of travel clearance tediousness in accomplishing requirements because of complexity and number, lack of human resources and that the SWs were not equipped to handle counseling of rape victims.

Generally, participants in all the FGDs found the programs and services appropriate. Cited were some program-related issues such as the lack of adoptive families locally; social workers (SW) doing accreditation were limited; and a smoking/drug incident in one of the centers (HAVEN).

Participants from regions NCR, 5, 6, 7, 10, 12 regarded the fees reasonable. A Region 1 participant found the licensing fee for NGOs too high, the same with the solicitation permit. A participant also suggested that the solicitation period be made longer. The lowering of fees (for adoptive parents and for NGO accreditation) were cited in Regions 2 and CARAGA. On the other hand, participants from regions NCR, 4, and 8 suggested that the fees be increased, specifically travel clearance and affiliation fee for student trainees. A Region 4 participant proposed that graduated or categorized fees be used. It was also proposed that rates should be publicized (adoption).

When asked about the quality of service when partners apply for licensing or accreditation, the participants from Regions 5, 6 and 7 gave positive responses. Negative responses were obtained from Regions 1, 2, 4 and CARAGA. Mixed reviews came from region 10. One participant from CARAGA cited that s/he felt treated like a subordinate. For Region 4, lack of staffing was raised as a cause for poor quality of service.

All regions regarded licensing, accreditation and issuance of permits as relevant. For them this was a way of ensuring that certain standards were followed and that these were maintained.

In terms of timeliness positive comments were received from Regions NCR, 1, 5, 7, 8, 10 and CARAGA. Mixed reviews were raised by participants from Regions 2 and 6. Negative responses came from Regions 4 and 12. Accreditation process for Gawad Kalinga (GK) and Day Care Centers (DCC) was specifically mentioned as problematic. Reasons cited for delays included: lack of supplies, lack of manpower, unavailability of signatory, so many requirements, no response from the Standard Bureau regarding their request for accreditation, and loss of documents.

Resource Augmentation

Programs and services included in this category were disaster relief, shelter, educational, financial and livelihood assistance.

On the matter of adequacy positive responses were obtained from regions 7 and 10. Negative responses were raised from Regions 4,5 and 8; and mixed reviews from regions 2 and CARAGA. It was cited that inadequacy was expected because of magnitude of needs.

Generally positive responses were obtained in terms of appropriateness, facilities, timeliness, quality and relevance. Issues were raised which included red tape on funding access, lack of transportation assistance, lack of training, dependent on resource availability and inconsistency in provision of assistance (*minsan meron, minsan wala*)

Technical Assistance

On the adequacy dimension, positive reviews were obtained from Regions 5,6,7 and 10 and negative reviews from Region 12. One region cited that the follow-up was adequate whereas another said that there was no regular follow-up and that even if Technical Assistance (TA) was provided, the program/service cannot be implemented because of lack of resources. Memos or communications explaining new guidelines were not provided.

On whether DSWD's TA was appropriate, positive reviews were heard from Regions NCR,4,5,6,7,8, and 10. Negative reviews from Region 12 were raised and mixed responses were surfaced from Region 1. The local devolved offices also provided additional services and in one region were deemed more responsive.

Consultations/dialogues were generally conducted in the regions (1,6,7,8,10,12) to determine the kind of technical assistance required. Participants from Regions 1,5,6,7,8,10 and 12 agreed that TA was relevant and could still be improved if the issues and problems raised will be addressed, foremost of which was that they be provided the means to implement what they had learned from the TA.

There were concrete suggestions that surface in the different FGDs. NCR suggested that DSWD measure and evaluate their programs for it seemed that DSWD merely repackaged them. It was also proposed that POs should be assisted to be able to register with DSWD and that reading and other informative materials be provided. Participant from Regions NCR and 10 said that the techniques, programs and services needed to be updated or modernized

Training

Participants from most regions (4,5,6,7,8 and 10) raised that the training program was adequate but reading materials and handouts were not provided. Also follow-up was poor. Negative reviews were obtained from Region 12 and mixed review from CARAGA. In one region, the training was appreciated but they had difficulty in practicing/implementing what they have learned.

Participants from Regions 5,8 and 10 found the cost sharing arrangement reasonable. Two issues regarding cost surfaced--inconsistent application of policy (others with counterpart, others none) and that the question should have been whether they have the resources to conduct the training on their own.

Generally, consultations were held (regions 2,5,6,7,8,10 and CARAGA) and that there was participation in the choice of the training module and the actual conduct of the training workshop. A contrary view was held by an NCR participant. S/he proposed that DSWD should first determine needs of the partners.

Others issues raised were: skills of trainor and facilitators needed improvement; data used had to be updated; handouts were not provided or lacking; DCS training specifically mentioned as poor in quality and the promised resource persons were not provided by DSWD. It was raised in Region 12 FGD that although the training program was relevant, there were still other training⁵ that should be considered. Training was available but held very seldom and limited, they expected more. The unavailability of speakers was cited as cause for delay in the conduct of training sessions and that proposals for training were submitted but no feedback was provided (Regions 1 and 5).

One facilitative factor identified was availability of resources coming from the LGUs.

Referrals

Participants from Regions 5 and 8 gave consistently positive assessment of the referral service of DSWD. On the other hand Regions 1,7,10 and 12 gave negative responses for almost all the dimensions. Regions NCR,2,4 and CARAGA gave mixed reviews.

Issues cited were: lack of LGU support; lack of staff; delays in permit issuance thus could not accommodate referrals; referred cases could not be accommodated; duplication of services with partners;; no facilities for minors above 2 years old; (NCR) difficult to refer to Reception and Study Center for Children (RSCC) and Golden Acres; lack of recreational

facilities; problems in communications (no proper provision of feedback, no explanation for delay, does not provide timely communication/information, new policies were sent without sufficient explanations); arrogant staff in the Crisis Intervention Unit (CIU), RSCC and Haven. One participant mentioned that food obtained from referral was already expired and that provision of service was dependent on availability of senior social workers. Suggestions were also made which included: continue communications through emails; an administrative order should be issued regarding the staffing pattern of local Social Development Offices and that both local and international resources should be accessed.

2. Workshop on Issues and Problems

Presented in these sections are the issues and problems that was raised by the participants in the second workshop. The regions from where the comments came from were not anymore indicated. It would suffice that such issues and problems surfaced and that this would serve as data for DSWD. Appendix B presents all the comments raised by the participants and the regions where the comments came from.

Access to Programs and Services

The issues of fairness and political influences were mentioned. Some participants perceived that cases referred and requests made by politicians had better and quicker access to DSWD programs and services.

Coordination and Communication

A good number of participants found that coordination and communication were inadequate or were not provided at all. It was pointed out that there was inadequate provision of data to users like NEDA and that information of when and how much assistance/subsidy will be given was not provided. Others claimed that there were delays in communicating requests for submissions, changes in schedules, seminar schedules and details regarding the participants. It was also pointed out that in the participants' region no proper orientation regarding newly enacted laws (eg Solo Parent Act) were held. Feedback on requests, proposal submissions, scholarship/training applications was also not provided. Related to systems and procedures, it was cited that DSWD would request for reports without attached forms or proposed formats.

It was also pointed out that the coordination in the area of disaster relief needed improvement. Confusions were experienced when communication and coordination did not pass through the usual channels or when the local SWs were not informed of the details of the distribution or when procedures were changed.

Facilities

The issue of insufficient facilities (too cramped or lack of facilities) was mentioned. That the CIU and Crisis Rape Center were not conducive for counseling or attending to cases of child rape was again mentioned. Facilities were lacking or absent for CIU cases (Person with disabilities or PWDs and mentally challenged persons).

Information Dissemination and Provision

The lack of information materials about programs and services, new laws and policies was often mentioned in the different regional FGDs.

Monitoring and Evaluation

It was raised in a number of FGDs that monitoring and evaluation were not regularly done, not used to improve existing programs and services and that there was no regular venue to discuss issues and concerns in program implementation.

Although information and technical assistance were provided some deemed that the follow through as inconsistent, weak and did not ensure that the interventions cascaded down to the frontliners. This again can be related to the system of monitoring and evaluation of programs and services.

Partnerships

In some FGDs, participants pointed out that there was no clear system for maintaining established links and networking. Unclear partnership expectations between and among NGOs-local SWDs and DSWD also added to tensions and confusions.

One suggested that DSWD should encourage more partnerships between their local counterparts and NGOs by conducting regular fora, consultations, common training, and providing directories of partners. It was also discussed how assisting programs of the City Social Welfare and Development Office (CSWDO) and Municipal Social Welfare and Development Office (MSWDO) for NGOs and POs could strengthen the partnerships among them.

Program and Project Specific Issues

There were program specific concerns that surfaced such as the lack of adoptive and foster families. Lack of Senior Social Workers for court-related cases and problems in schedules (availability issues/staffing) were also mentioned. These two issues could be interpreted as resource limitations or a matter of systems and procedures.

Resource Limitations

Resource limitations in the following areas were identified: livelihood program, relief goods and assistance, construction and improvement of facilities (particularly for male children, senior citizens, mentally ill vagrants), educational assistance, honoraria for DCWs, and lack of personnel

It has to be noted that the financial capacity of the LGU was recognized as a factor in the non-provision or lack in the above areas. What complicates matters was that resources were expected/promised and these were not delivered. This can be related to coordination and communications.

Social Worker

There were also concerns raised about the quality of service of some field

personnel which they referred to as attitudinal issues (complacent, arrogant, unapproachable).

Issues about the welfare of the social workers surfaced revolving around security of tenure. There was also mention of the weak advocacy for the enactment of the Magna Carta for Social Workers.

Standards

In some of the FGDs, the concern about maintaining standards was raised. The participants worry about unregulated centers, pre schools and that there were no clear or set standards for organized groups. It was also pointed out that the accreditation was far in between; e.g. marriage counselors and stress debriefers. Mentioned in a good number of FGDs was the matter of political appointees. There were designations of non-registered SWs in LGUs and the participants would like to know DSWD's policy on this matter.

Systems and Procedures

There were a number of issues that surfaced that could be clustered as under problems in systems and procedures. One was the delays experienced in the processing or delivery of the services. These included instances of delays in issuance of permits, licenses, accreditation; problems in accreditation procedures caused by confusion in the role of each unit (Provincial Social Welfare Office or PSWO, CSWDO, MSWDO; requirements for each stage or procedure); tedious process and numerous requirements (Emergency Shelter Assistance or ESA, Core Shelter Assistance Program or CSAP, adoption licensing, licensing and accreditation of NGOs). Non-provision of feedback on proposals and their status was also regarded as an issue.

In the area of funds flows and releases the following problems were encountered: delays in release and non-release of Gender and Development (GAD) allocations by LGUs.

Issues regarding fee structure and donations included unaffordable fees and seemingly unreasonable charging for donations.

Lack of Information was again mentioned. Many were unaware of processes and procedures to access programs and services (NGOs wanting to involve in KALAHI-CIDSS)

There were also questions that were raised pertaining to the handling of particular cases. These questions were:

- What do we do with cases that could not be accommodated due to space limitations?
- What do we do with cases that could not comply with basic requirements such as birth certificates or abandonment papers?
- What are the controls in centers to ensure that wards will not have

access to banned substances such as drugs and alcohol.

- How do we handle perennial clients, those who would go forum-shopping and still end up being referred to DSWD?

Training and Capacity Building

Several of the comments on training and capability building were suggestions on the content and methodology. In terms of content, they FGD participants proposed that need training on: case management, house parenting, center management, when/how to institutionalize a child, family assessment, counseling child in difficult circumstances. It was also proposed that training should include immersions and that manuals be provided.

Issues that surfaced included comments about that resource persons provided were not knowledgeable and problems in scheduling and continuity such as unclear schedules, dependence on availability of resource persons and that the training program had no continuity. Also, training needs assessment was needed for their NGO partners.

Comments were also made on the scope of the training program, that training sessions were provided in targeted areas only (those included in program). Those not in the program targets requested that they be given access to the same services and programs. Funds limitation hamper conduct of trainings sessions and limit number of participants

This Evaluation Process

One participant questioned why they were the only ones included in the evaluation process.

3. Workshop on Recommendations.

The recommendations were handled similarly as the preceding section on issues and problems. Appendix C presents the matrix of the third workshop on participants' recommendations.

Access

It was proposed that there should be equal access and opportunities to the different DSWD programs and services.

Advocacy

The participants proposed that DSWD spearheads the advocacy on the following issues:

- With the Commission on Audit - introduction of more sensible regulations
- With Congress - more funds allocation; the creation of centers on the district level for mentally ill-vagrants and PWDs; amendment of

- RA 7160; approval of the Magna Carta for the Social Workers and Social Development Workers
- With Local Chief Executives - support for DSWD programs and services; release of GAD funds; security of tenure of social workers;

Some participants also recognized that the local SWs have their own advocacy function and that the advocacy should not be left entirely to the DSWD.

CIDSS (KALAHATI and ECCD)

Participants that the CIDSS program be extended and that they cover more sites. Also, that the matter of fund release be looked into in order to remove the bottlenecks.

Coordination and Communication

Concrete suggestions on how to improve coordination and communication were surfaced in the different FGDs. These suggestions were:

- Clarify the protocols in communication and coordination:
 - o Identify who are the information users
 - o Consider the decision-making and communication hierarchy (MSWDO, CSWDO, PSWDO, Regional Social Welfare and Development Office or RSWDO)
- Execute MOA at all levels (MSWDO, CSWDO, PSWDO, RSWDO)
- FO/CO should see to it that they inform their clients/partners as to the development of their respective concerns.
- Communication should be sent a week or more ahead of scheduled activity
- Specify in communication the intended recipient
- Connect with the LGUs and NGOs thru internet or electronic mail
- Involve the LGUs in planning and targeting clients to be served to ensure synchronization instead of overlapping
- All requests, applications and referrals should be given feedback and have a feedback mechanism in place

It was also proposed that the quarterly consultation be revived since the last consultation in one particular region was held in 2002. A participant also said that training sessions could also be used as venues for coordination.

Devolution Issues

In some regions, the issue of devolution was raised. The participants suggested that the direct services and programs should already be devolved and that the funds should also go the same way.

Facilities and Equipment

There was a recommendation to look into DSWD facilities and equipment. Come up with a clear plan for improvements and additions. Those changes requiring minimal expense can already be implemented (address conduciveness and keeping confidentiality issues). Consider also additional facilities for new programs for clients mentioned and what resources can be raised from where (LGU, international, internal funds, local fund raising, etc.)

Fees and Charges

On fees and charges, the participants proposed a review of fee structure and charges and make the necessary changes and policies.

Information Dissemination, Provision and Systems

Recommendations on improving the provision and dissemination of information were:

- Conduct orientation regularly on new programs and services; local SW to echo orientation to stakeholders and partners in their areas; highlight roles of each stakeholder
- Provide IEC materials and update regularly; these should include MC issuances, brochures on the different programs and services, newly enacted laws and policies and IRRs. (e.g. Expanded Senior Citizen Law, Solo Parent Act, Anti-Domestic Violence)
- Explore other media for information dissemination (e.g., TV shows)
- Provide local SWOs information about NGOs. Likewise when local SWs prepare reports include information about NGOs and also provide information to them

Licensing, Accreditation and Permits

On the service of licensing, accreditation and issuance of permits, the following suggestions were made:

- Review accreditation policies and procedures
- Come up with clear protocols and procedures
- Look into the possibility of deputizing regional/field offices (e.g., issuance of travel permits)
- Conduct regular and frequent accreditation
- Provide immediate feedback to applicant

Monitoring and Evaluation

Improvements in the monitoring and evaluation systems were proposed. These were:

- Do the monitoring and evaluation of programs and services

- regularly
- Use the information obtained from M&E to improve existing programs and develop new ones
- There should be clear consequences for non-compliance and neglect and that sanctions are actually applied.
- Flow of data and information to, from and about all partners (LGUs, NGOs and other intermediaries/service providers) be clear and well-communicated.
- Innovate and adopt new technologies

Partnership-Building

Recommendations made on partnership-building were:

- ON ABSNET:
 - Reconvene ABSNET
 - Make ABSNET monitoring part of RO/FO functions
 - Ensure regularity of its meeting (monthly or quarterly)
 - Clarify who should head it
 - Clarify expectations from/roles of the different partners (DSWD-CO, DSWD-FO, local SWOs, NGOs, POs, etc.)
- National and Regional DSWD Offices to emphasize the concept and idea of partnership between LGUs and NGOs.
- There should be a coordination in the preparation of case studies between LGUs, NGOs and DSWD
- Forge Memorandum of Agreement (MOAs) and Memorandum of Understanding (MOUs) between or among partners to strengthen partnerships
- Furnish a directory of "experts and resource persons"

Program and Project Specific

The participants also came up with suggestions on the scope of programs and the development of new ones.

- Explore possibility of expanding scope of key programs
- Develop programs for indigenous peoples (for existing programs like the Badjaos, evaluate and work the difficulties encountered)
- Include non-registered OFW families in crisis in DSWD programs/services.
- Develop a program for the mentally ill if it was already determined that they are DSWD's responsibility
- Prioritize needs-based programs and projects
- Come up with clear position re handling of psychotic vagrants (DOH or DSWD or LGU?)

The matter about the presence of banned substance in one of the centers was again raised. It was proposed that the center in question look into this allegation.

For the adoption program, participant recommended that the adoptive parents be given ample time and all the necessary information

Resource Augmentation

Participants also recommended that the resources of their organizations be augmented by way of increased subsidy, provision of resources to be able to conduct training sessions and relief work including shelter for fire victims. It was also pointed out that for funds already existing, DSWD should facilitate their timely releases.

Scheduling

One participant raised the possibility of allowing for flexible office hours in order to accommodate the demands of their clients.

Standards

The following were the suggestions to ensure that standards were being maintained:

- Come up with clear guidelines on staffing patterns of SWs for LGUs and standards rates
- Require that head SW/MSWDO/CSWDO/PSWDO are registered Social Workers
- Issue a memorandum circular on standard rates/professional fees for accredited counselors, social workers and similar professionals

Systems and Procedures

There were also recommendations pertaining to program systems and procedures. Some of these were also repeated in previous sections.

- Fast track and lessen the requirements for CSAP and ESA
- There should be proper channeling in the delivery of food supplies DSWD-PSWDO-MSWDO or standardize the relief goods operations
- Review procedures of the referral system to remove favoritism on the issuance of referral and install systems so as to track receipt of goods and their releases
- Come up with updated directories of contact persons
- Ensure that there is clarity in expectations and roles with involved units, agencies and organizations
- Look into the funds transfer and flow and formulate a faster mechanism for transfer

Training and Capability-Building

There were several recommendations concerning the programs on training

and capability building. These were clustered according to content and methodology.

Under content, the recommendations were:

- Center administration
- Institutionalizing a child
- Orientation on SW programs and services
- Program/project conception to Proposal writing
- Preparation of legal documents
- Refresher course on counseling
- Trainor's training
- Training of supervisors (CSWDO/MSWDO) on non-ECD areas
- Processing of abandonment papers
- Handling confidential and court-related cases
- Case management
- House parenting
- Information dissemination and campaigns
- Advocacy of newly enacted laws

Suggestions on improving methodology were:

- Develop relevant training to different sectors (i.e. Pre-retirement training, seminar for Older Persons or OPs)
- Conduct post training M&E
- Have consultations on value formation/value formation activities.
- Conduct more comprehensive training with immersion. This is needed to improve skills of youth service provider (Unlad Kabataan Program or UKP).
- Manuals needs to be updated (UKP)
- Conduct regular visit and technical assistance to NGOs particularly on case management
- Add to the roster of resource persons

There were also participants who emphasized the need for regularity of the conduct of the trainings sessions and some said that it would be good if it can be held more frequently. The conduct of training needs assessment of both NGO and LGU partners was also highlighted so that DSWD can determine the interventions fit for their partners and appropriate to the situation of the cities/municipalities.

This Assessment Process

As cited in the previous section, one participant questioned this evaluation process. S/he further recommended that other clients/partners should be included in this kind of activity. S/he suggested that an evaluation survey should be conducted. Relative to this, the FO should be the one to determine the sample respondents.

B. RECOMMENDATIONS

1. Systems, Coordination and Information

The FGD participants regarded the area of coordination and communication as an area that needed improvement. Many of the issues and problems that surfaced in the workshop discussions were symptoms of the fundamental weakness. The recommendation section presented vital points that DSWD could aim to implement.

Among the key organization systems is monitoring and evaluation. The importance of monitoring and evaluation in the success of any program or project cannot be over emphasized. A good M&E system could spell the difference in the quality of programs and services provided. The simplicity and regularity have to be among the criteria when designing or improving their system. And most important is that the information obtained from M&E are actually used to improve DSWD's performance.

Standards, systems and procedures need to be reviewed and revitalized. It could be that the systems are defined but not actually installed because of ignorance or confusion. More and more, the systems and procedures in place should take into the consideration the devolved nature of DSWD's programs and services. From the comments of the participants, there is still a lot of room for improving the systems.

Provision and dissemination of information is another weak area. This range from distribution of flyers or brochures about their programs and services to making use of other media for reaching DSWD clients and partners. More important though is ensuring that key policies, rules and regulations are well-explained to the partners who are front liners in the delivery of the services. The system for cascading vital information has to be well studied and consistently implemented across the different localities.

The perceived unequal access to programs and services and the role of politics in this access has to be highlighted. DSWD has to examine whether the perception is valid or simply caused by the weakness in systems, procedures and communication.

2. Training, Capability Building and Technical Assistance

Another major area needing improvement is in training, capability building and technical assistance. Concrete suggestions were cited in terms of the content and methodology. What has to be highlighted of the three, capability building is the more fundamental concept and that training and technical assistance are just some of the approaches to capacity building. A more holistic and integrated approach to capability building has to be defined. The participants themselves pointed out that the follow through and the implementation or operationalization of what they have learned are hampered a number of factors. These hindering factors have to be identified and a set

of interventions for each formulated.

3. Resource Augmentation

Resource augmentation is another dimension needing DSWD's attention. Although resource limitation is a perennial problem for government, other strategies had to be explored to generate and mobilize resources. Resource generation and mobilization entail looking at both internal and external resources. As mentioned by the participants, the LGUs had been sources of funds but only if the LCEs were supportive of the programs. Thus, getting the LCE's support should be a principal priority for DSWD.

The communities are also pools of resources, if only the right strategies are introduced. External fund sources like the NGOs, churches and business sector are also potential resource providers. Again, the creativity in tapping into these resource pools is important. If DSWD itself have limitations in formulating its own strategies to raise resources, then it is understandable that this is regarded as a major weakness. Maybe a marketplace or forum on various ways of resource mobilization can be made a project of ABSNET. ABSNET's function could also be made broader to include other resource augmentation and TA concerns and not just standards maintenance. The SWs from both government (DSWD, LGUs) and NGOs can have exchanges of their success stories or innovative approaches.

Corollary to the issue of limited resources is the lack of facilities and equipment. The participants have forwarded very reasonable recommendations in this area. Certain standards in the different facilities of DSWD and local SW centers have to be maintained. Also, a clear strategy for improving facilities and equipment could be presented formulated taking in to consideration the actual needs of the regions and the clients and for housing new programs and projects. This strategy need not be an exclusive DSWD responsibility. It can be a project of the district, province, city, municipality with other sectoral partners.

4. Partnership Building

This is a key activity of DSWD that also need some examination. The local SW networks or ABSNET is recognized as a facilitative mechanism for partnership building yet it seemed from the comments that this is not maximized. It would be good if the role of partnership building or networking be included in the performance rating of the field offices of DSWD (with the success of ABSNET as one of the indicators). The issues of coordination, resources and capacity-building could actually be partially addressed if partnerships among all SW workers and advocates are vibrant and broadly established.

The assessment also affirmed the positive work done by DSWD in its various programs and services. It was also clear that the role of being the enabler of its partners was not fully played. The role of an enabler or stirrer needed

to be looked at from a more pro-active stance of an advocate. The term advocacy was mentioned only once but a number of other comments pointed out the importance of advocacy in the areas of advancing the welfare of social workers, policy reforms and implementation of policy gains.

Advocacy underpins many of the priority issues and entails a posturing that aims to win more believers and partners into one's cause. These can be by way of ensuring standards are being met, enabling partners to be better providers of services and programs, and institutionalizing within each LGU the support for social welfare and development. Advocacy also means that the many lessons and gains learned in pilot projects and program targeted areas are also introduced or mainstreamed to other non-program areas.

Being an advocate does not mean providing all the resources. Working together on programs and projects, on addressing issues and solving problems are in themselves an approach to capability and partnership building. The real challenge is looking at old ways of doing things with a new pair of eyes. Most importantly, it is doing your mission with enough passion and excitement to believe that solutions can be found.

C. ANALYSIS

In the analysis of the FGD results, three factors were used: (1) frequency factor, referring to how often an idea or a response was made by the participant-respondents in the FGDs; (2) intensity or how strong the comments came across as verified with the DSWD Team facilitators; and, (3) expansiveness or how the idea or response was mentioned across the regional FGDs.

The succeeding tables would show the results of the assessment of each pre-identified theme per region. Partners from Regions 1 and 3 did not use the matrix. They immediately proceeded to Workshop 2 on Issues and Problems and Workshop 3 on Recommendations.

Table IV.1 Positive Responses to the Pre-identified Themes per Region

REGIONS	PRE-IDENTIFIED THEMES							
	ADEQUA- CY	APPRO- PRIATE- NESS	COST	FACILI- TIES	PARTI- CIPA- TION	QUALITY	RELE- VANCE	TIME- LINESS
NCR	R	CIDSS R TA	LAP				ALL	LAP RA
CAR		TA			TA		TA	LAP R
1								
2	LAP R RA	LAP R RA T		RA T	LAP RA T	RA	LAP RA T	RA T
3								

**A RAPID ASSESSMENT OF DSWD PROGRAMS AND SERVICES
USING FOCUS GROUP DISCUSSION**

4	R RA T	CIDSS R T TA			LAP RA	R TA LAP R RA	CIDSS R RA TA
5	LAP R T TA	LAP R T TA	LAP R T	LAP R T TA	RA T TA	LAP R T TA	LAP R T TA
6	LAP T TA CIDSS	LAP T TA CIDSS	LAP TA	LAP T TA	LAP T TA CIDSS	LAP T TA CIDSS	LAP T TA CIDSS
7	RA T TA	R RA T TA	LAP P RA	T	R RA T TA	R RA TA	R RA T
8	R T	CIDSS LAP R T TA	T TA	LAP R T	RA T TA	LAP R RA T TA	LAP R RA T
9	TA	TA LAP	LAP	LAP T TA	TA LAP	TA LAP	TA LAP
10	RA T TA	RA T TA	TA LAP	R RA T	RA T TA	RA T TA	RA T TA
11	RA TA	LAP RA T TA	T TA	TA	T TA	T TA	T TA
12		T	LAP	R T TA	TA	R TA	R
CARAGA	R RA	LAP R			RA T	LAP	LAP RA T

Legend: CIDSS (KALAH, ECCD) = CIDSS; Day Care Services = DCS; Licensing/accreditation/Permits = LAP; Partnership (including ABSNET) = P; Referrals = R; Resource Augmentation = RA; Technical Assistance = TA; Training = T

Using the frequency factor, DSWD received positive responses from the participants from almost all regions on the pre-identified themes of adequacy, appropriateness, cost, facilities, participation, quality, relevance and timeliness. A frequency count of positive responses for the different programs and services would show that Technical Assistance received the highest positive responses of 56 across all themes and regions. Licensing, Accreditation and Permits came next with 53. Training received 48, Referral got 38 whereas Resource Augmentation had 37 and CIDSS received

**A RAPID ASSESSMENT OF DSWD PROGRAMS AND SERVICES
USING FOCUS GROUP DISCUSSION**

12 positive comments. Based on the themes, Appropriateness received the highest number of at 40, next would be Timeliness and Relevance with 40 and 37 responses.

Table IV.2 Negative Responses to the Pre-identified Themes per Region

REGIONS	PRE-IDENTIFIED THEMES							
	ADEQUACY	APPROPRIATENESS	COST	FACILITIES	PARTICIPATION	QUALITY	RELEVANCE	TIMELINESS
NCR	CIDSS R	LAP		R		CIDSS		
CAR	LAP	TA	LAP			LAP		R T
1								LAP
2	LAP R RA					LAP		RA
3								
4	DCS LAP			R RA		LAP		LAP R RA
5	RA LAP RA	RA						RA
6				T				LAP
7	R CIDSS			R		CIDSS P		R RA
8	LAP RA			RA				CIDSS
9	LAP							
10	LAP			R		LAP		T
11	LAP			T				T
12	LAP R T TA	LAP R T TA				T TA		LAP R RA T TA
CARAGA	R RA T		LAP			LAP		RA

Legend: CIDSS (KALAH, ECCD) = CIDSS; Day Care Services = DCS; Licensing/accreditation/Permits = LAP; Partnership (including ABSNET) = P; Referrals = R; Resource Augmentation = RA; Technical Assistance = TA; Training = T

In terms of negative responses, Adequacy and Timeliness seemed to have received the most number from the participants from almost all regional FGDs and for most of the DSWD programs and services. Next would be Quality. Table IV.3 compares the responses across themes and Table IV.4 compares the responses across the programs.

**A RAPID ASSESSMENT OF DSWD PROGRAMS AND SERVICES
USING FOCUS GROUP DISCUSSION**

Table IV.3 Number of Positive and Negative Responses Per Theme

Themes	Positive Responses	Negative Responses
Adequacy	28	25
Appropriateness	44	8
Cost	17	2
Facilities	25	8
Participation	30	0
Quality	27	11
Relevance	37	0
Timeliness	40	20

Table IV.4 Number of Positive and Negative Responses For Each Program

Themes	Positive Responses	Negative Responses
CIDSS and Day Care Services	12	5
Licensing, Accreditation, Permits	53	21
Referrals	38	13
Resource Augmentation	37	15
Training	48	10
Technical Assistance	56	5

It had to be noted that a frequency count alone would provide limited information about the programs and services of DSWD. It was observed that the themes that the order of the discussion of the themes affected the number of responses made by the participants. The themes of Timeliness, Appropriateness and Adequacy were the first to be discussed. It was noticeable that these themes received the most comments from the participant-respondents.

The above information would be treated as indicative and not definitive or conclusive. The information obtained from the succeeding workshops that made use of open-ended questions was more substantive and revealing.

After clustering the participants comment into different themes or categories, these were compared across the three workshops. The table below shows the results of the comparison.

Table IV. 5 Comparing the Categories Across Workshops

CATEGORIES	ASSESS- MENT	ISSUES AND PROBLEMS	RECOMMEN- DATIONS
Access to DSWD Programs and Services		✓	✓
Advocacy			✓
CIDSS (KALAH I and ECCD)	✓	✓	✓
Coordination and Communication	✓	✓	✓
Devolution Issues			✓
Facilities and Equipment	✓	✓	✓
Fees and Charges	✓		✓
Licensing, Accreditation and Permits	✓		✓
Information Provision and Dissemination		✓	✓

**A RAPID ASSESSMENT OF DSWD PROGRAMS AND SERVICES
USING FOCUS GROUP DISCUSSION**

Monitoring and Evaluation		✓	✓
Partnership-Building			✓
Program and Project Specific Issues	✓	✓	✓
Referrals	✓		
Resource Augmentation	✓	✓	✓
Scheduling			✓
Social Worker		✓	✓
Standards		✓	✓
Systems and Procedures		✓	✓
This Assessment Process		✓	✓
Training, Capability Building and Technical Assistance	✓	✓	✓

The categories can be further arranged into specific and general categories. Specific here was defined as those categories that were limited in scope or was specific to a program or services. General categories referred to cross-cutting themes that would be applicable to more than one of the programs or services. Resource Augmentation, Partnership-Building and Training/Technical Assistance/Capability Building were treated as general categories because these could be regarded as basic strategies in all programs and services.

Table IV. 6 Comparing the Specific Categories Across Workshops

CATEGORIES	ASSESS- MENT	ISSUES AND PROBLEMS	RECOMMEN- DATIONS
CIDSS (KALAH I and ECCD)	✓	✓	✓
Facilities and Equipment	✓	✓	✓
Fees and Charges	✓		✓
Licensing, Accreditation and Permits	✓		✓
Program and Project Specific Issues	✓	✓	✓
Referrals	✓		
Scheduling			✓
Standards		✓	✓
This Assessment Process		✓	✓

Table IV. 7 Comparing the General Categories Across Workshops

CATEGORIES	ASSESS- MENT	ISSUES AND PROBLEMS	RECOMMEN- DATIONS
Access to DSWD Programs and Services		✓	✓
Advocacy			✓
Coordination and Communication	✓	✓	✓
Devolution Issues			✓
Information Provision and Dissemination		✓	✓
Monitoring and Evaluation		✓	✓
Partnership-Building			✓
Resource Augmentation	✓	✓	✓
Social Worker		✓	✓
Systems and Procedures		✓	✓

A RAPID ASSESSMENT OF DSWD PROGRAMS AND SERVICES
USING FOCUS GROUP DISCUSSION

Training, Capability Building and Technical Assistance	✓	✓	✓
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The discussions on Issues and Problems surfaced both specific concerns about the programs and services of DSWD. Under specific concerns Standards seemed to be often mentioned as problematic across regions.

Table IV.8 Specific Issues and Problems Across Regions

CATEGORIES	REGIONS														
	N C R	C A R	1	2	3	4	5	6	7	8	9	10	11	12	13
Facilities and Equipment (1)		⊗													
Program and Project Specific Issues (8)		⊗		⊗			⊗	⊗		⊗			⊗	⊗	⊗
Standards (Accreditation, Permits, Licensing) (6)			⊗		⊗		⊗					⊗	⊗		⊗
This Assessment Process (1)							⊗								

The top issues and problems most often encountered in the regions were: (1) systems and procedures; (2) coordination and communication; (3) training, capability-building and assistance; and (4) resource augmentation.

Table IV.9 General Issues and Problems Across Regions

CATEGORIES	REGIONS														
	N C R	C A R	1	2	3	4	5	6	7	8	9	10	11	12	13
Access to DSWD Programs and Services (3)			⊗				⊗								⊗
Coordination and Communication (9)		⊗			⊗		⊗		⊗	⊗		⊗	⊗	⊗	⊗
Information Provision and Dissemination (4)		⊗	⊗		⊗										⊗
Monitoring and Evaluation (5)	⊗			⊗		⊗						⊗			⊗
Partnership-Building (4)		⊗									⊗			⊗	⊗
Resource Augmentation (8)	⊗				⊗	⊗			⊗	⊗	⊗				⊗
Social Worker (6)			⊗	⊗						⊗		⊗	⊗		⊗
Systems and Procedures (12)		⊗	⊗	⊗	⊗		⊗	⊗	⊗		⊗	⊗	⊗	⊗	⊗
Training, Capability Building and Technical Assistance (9)		⊗	⊗	⊗			⊗	⊗				⊗	⊗	⊗	⊗

A RAPID ASSESSMENT OF DSWD PROGRAMS AND SERVICES
USING FOCUS GROUP DISCUSSION

The workshops on recommendations were also highly informative and provided concrete suggestions on improving DSWD's programs and services. The two tables below present the different categories and the region from where the recommendations came from.

Table IV.10 Recommendations on Specific Concerns Across Regions

CATEGORIES	REGIONS														
	N C R	C A R	1	2	3	4	5	6	7	8	9	10	11	12	13
CIDSS (KALAH and ECCD) (2)					☺							☺			
Fees and Charges (4)	☺	☺							☺						☺
Facilities and Equipment (6)		☺				☺		☺	☺				☺		☺
Licensing, Accreditation and Permits (10)	☺		☺	☺	☺		☺		☺		☺	☺	☺		☺
Other Program and Project Specific Issues (7)	☺	☺					☺	☺				☺	☺		☺
Scheduling (1)															☺
This Assessment Process (1)								☺							

Table IV.11 Recommendations on General Concerns Across Regions

CATEGORIES	REGIONS														
	N C R	C A R	1	2	3	4	5	6	7	8	9	10	11	12	13
Access to DSWD Programs and Services (2)			☺				☺								
Advocacy (8)	☺	☺	☺		☺	☺	☺						☺		☺
Coordination and Communication (10)		☺	☺	☺	☺	☺				☺		☺	☺	☺	☺
Devolution Issues (2)	☺									☺					
Information Provision and Dissemination (8)		☺	☺	☺	☺	☺	☺		☺		☺				
Monitoring and Evaluation (6)	☺			☺		☺		☺	☺						☺
Partnership-Building (9)	☺	☺		☺			☺	☺	☺			☺		☺	☺
Resource Augmentation (5)			☺		☺			☺					☺	☺	
Systems and Procedures (6)			☺	☺		☺		☺				☺			☺
Training, Capability Building and Technical Assistance (11)		☺	☺	☺	☺	☺	☺	☺				☺	☺	☺	☺

Note: Region 13 is CARAGA

Similar to the issues and problems, the categories that received the most suggestions were Standards (Licensing, Accreditation and Permits) under specific concerns and the following under general categories:

- Training, Capability Building and Technical Assistance (11)
- Coordination and Communication (10)
- Partnership-Building (9)
- Information Provision and Dissemination (8)
- Advocacy (8)

CLIENTS

A. RESULTS

1. Workshop on Assessment

This section presents the results of the first workshop on assessing DSWD programs and services based on the eight pre-identified dimensions. Appendix D gives the extracted negative statements from the consolidated workshop outputs.

Coordination and Communication

In terms of timeliness, negative responses were heard from Regions CAR, 1, 2, 4, 6, 8, 10 and CARAGA. Delays were experienced in transmission of data, information and communication. There are also other factors that cause the delay that is beyond control of the DSWD such as the progress of the case is dependent on judge's discretion.

Advocacy

On the adequacy dimension, advocacy was lacking particularly in terms of the implementation of the law. Region 2 cited that no consultation was conducted relative to the implementation of the law.

Training

Participants from Regions CAR and 5 cited that trainings provided to PWDs and OPs are not appropriate. One reason is, skills acquired were not applied considering the stability of the market on the products being produced. Likewise, some regions (Regions CAR, 1, 5, 7, 8, 9 and 12) mentioned that trainings are still inadequate due to the following: funding availability, limited availment of PWDs and lack of time for the training due to other priorities. Other issues raised were: poor participation, facilities are still lacking while some needs improvement.

Resource Augmentation

Programs and services included in this category were: disaster relief, shelter, education, financial and livelihood assistance. On the matter of quality, majority of the regions cited negative responses on the quality of programs and services being provided. There has to be improved particularly on the programs for PWDs and OPs. Likewise, in terms of timeliness, participants from Regions CAR, 2, 3, 6, 8, 9 and 10 cited negative responses. Some of the reasons for not being on time are: lack of technical assistance, lack of requirement, processing of documents and unavailability of funds. All sector's representatives cited that there is inadequacy in the programs and services provided, particularly in the financial assistance which for them, is still limited.

2. Workshop on Issues and Problems

Presented in these sections are the issues and problems that was raised by the clients in the second workshop. The regions from where the comments came from were not anymore indicated. It would suffice that such issues and problems surfaced and that this would serve as data for DSWD. Appendix E presents all the comments raised by the clients.

Adequacy of Programs and Services

Most concerns raised revolved around adequacy of programs and services, ie. Livelihood, employment, capital, IGP (which is most often mentioned), financial assistance, medical, educational, housing, DCC facilities and equipment, relief, rehabilitation and counseling. It has been mentioned that financial and educational assistance are still limited, and lack of opportunity for employment for PWDs.

Advocacy

All regions except Regions 3 and 5 cited problems on the implementation of the following laws and its provisions: 1) Accessibility Law, 2) RA 7432/RA 9257 (creation of OPDA/discount for OPs), Magna Cart for PWDs, Sec. 29 of GAA 2003. Lack of information dissemination was also cited particularly on the Senior Citizens' benefits, DSWD programs and services and issuance of Joint Circular # 2003.

Coordination and Communication

Three (3) regions pointed out that there is a problem in coordination of the DSWD with other agencies such as PNP and court. Delays in court was also mentioned.

Facilities

The issue of lack of facilities or quality of facilities needing improvement was explained. Some of these are: obsolete facilities particularly on electronic courses, lack of bed and CR, training venue for PWDs are not friendly. Some centers need to be repair, particularly DCC.

Programs and Project Specific Issues

There were program specific concerns that surfaced such as: schools for PWDs, programs/projects for OSY/Drug Dependents, adoption process, and SEA-K program.

Social Worker

There were also concerns raised about the quality of services of social workers. Behavioral attitudes towards PWDs, minimal support of SW, immediate medical attention, late arrival of SW assigned to attend court hearing were specifically mentioned.

Resource Limitation

Resource limitation in the following areas were identified: lack of transportation particularly in attending court cases/emergency cases, low quality food in the centers, subsidy for foster parents, VIPY honorarium, lack of personnel, absence of facilities, and lack of supplies and materials.

Sectoral Issues

Some of sectoral problems cited are the following: lack of livelihood and employment, SEA-K (Families); lack of scholarship opportunities, lack of education, inadequate massage clinic(PWDs), sexual harassment, abortion, early marriage, employment, drug addiction, education (Children/Youth/Women).

Systems and Procedure

There were a number of issues that surfaced that could be clustered under problems in systems and procedures. One was the delays experienced in the processing or delivery of the services. This include tedious process and numerous requirements (not all requirements are listed or given at the same time). Non-provision of feedback on the request and their status was also regarded as an issue. In the area of fund flows and releases, the following problems were encountered: delays in release of gratuity/grants, delays in release of allowance/stipend (PGMA scholarship).

Training

Several issues raised on the conduct of training are the following: sessions were not held due to lack of funds and instructor, type of trainings are not matched with what client needs, and no employment opportunity after the training. It was also mentioned that the resource person should be knowledgeable on the training to be conducted.

Other Issues/Problems

Other issues/problems cited were not for DSWD alone or entirely for DSWD's responsibility. Some of these are the following: garbage collection, farm to marker roads, peace and order, housing, spring development, relocation areas, employment, medicines. These issues/problems could be shared with other concerned agencies for them to be able to address these issues.

3. Workshop on Recommendations.

The recommendations were handled similarly as the preceding section on issues and problems. Appendix F presents the matrix of the third workshop on client's recommendations.

Access

It was proposed that accessibility for PWDs particularly on the location of venue for training/meeting need to be improved/strengthened.

Advocacy

In terms of advocacy, there is a need for the DSWD to monitor the enforcement of different laws: (RA 9257, RA 7277, BP 344, MC 01-2003) to ensure its full implementation. The need for advocacy campaign and information dissemination is essential for the awareness of beneficiaries on the specific provisions stated in the law. It was specifically mentioned that the DSWD need to intervene in motivating/encouraging LGUs to allocate 5% of their IRA to GAD programs and services.

Centers/Institutions

To ensure that DSWD centers/institutions are functioning based on the standard operating procedure, the DSWD CO/FO staff should conduct a regular monitoring visit to all centers/institutions. There is also a need for the assessment and evaluation of these centers/institutions in terms of manpower (its roles and functions) and location as well as programs/services being provided to beneficiaries. After care follow-up should be looked into to determine the impact.

CIDSS (KALAH-CIDSS)

Participants expressed that an orientation of the KALAH-CIDSS project to LGUs and NGOs should be conducted. Similarly, CIDSS program should be a continuing program to cater more beneficiaries to include children and OPs.

Coordination and Communication

Concrete suggestion on how to improve coordination and communication were surfaced in the different FGDs. These suggestion were the following:

- DSWD, PNP and court to coordinate with each other to facilitate the handling of cases;
- Continue the good partnership with other government agencies, NGOs and LGUs;
- Proper coordination/linkage with the stakeholder should be strengthened to address the issues/problems of the beneficiaries, particularly in handling of cases and provision of programs and services.

Day Care Service

It is recommended to have an additional DCCs/DCWs as well as materials for Day Care Children. Honorarium for DCWs should also take into consideration.

Facilities

There was a recommendation to visit DSWD centers/institutions to assess its facilities: TV set, beds, rooms for visitors, sports area, musical instrument, ceiling, CR, fence, playground, study rooms – whether these are still functioning or in good condition.

Follow-up Activities

Follow-up of DSWD particularly on pending cases should be a continuing activities to make sure that the problems of clients are being addressed.

Information Dissemination/IEC Materials

Recommendation on improving the provision of IEC materials and dissemination of information were: 1) Brochures of finished product to be disseminated regionwide, 2) DSWD CO to intervene and disseminate information down to the barangay level, 3) awareness of parents to attend court hearing.

Monitoring and Evaluation

Monitoring of different programs/projects of DSWD particularly SEA

K and Disaster Program should be conducted regularly to ensure proper implementation.

Partnership Building

Recommendations made on partnership-building were: 1) Call a meeting in the barangay to discuss and identify other community problems. 2) Conduct a dialogue with community leaders, beneficiaries and implementers, 3) Community/Beneficiaries should tap resources in relation to the identified problems, 3) SW need to have a good interpersonal skills in dealing with other peoples.

Programs Specific

Continue the DSWD programs/services especially for the poor and needy beneficiaries. Intensify livelihood programs and skills training. Extend these programs and services down to the barangay level. Pabahay Program should be a continuing program of DSWD. It could be appreciated if this can be extended to other needy clients. PGMA scholarship program is recommended to have an additional hours, increase the financial assistance and have additional available schools for the scholars so that the student have choices on the course.

Resource Augmentation

The following were the suggestions:

- Continue extending assistance to needy clients
- Increase the educational, financial and livelihood assistance being provided
- Fast track the provision of the cash/burial assistance
- There should be stock of medicines and supplies at the center in case of emergency
- The content of Disaster Relief Goods should be uniform and the number of household members should be considered
- Increase the DSWD budget for sustainability of the provision of programs/ services.

Systems and Procedure

There is a need to review the systems and procedures in the implementation of specific programs/projects as well as in providing/delivering of social welfare services.

Training

Continuous conduct of training should be done. Relative to this, training to be conducted should be based on the TNA. Additional and upgraded courses to suit the needs of clients should be provided. Specifically, it was

proposed that there should be a livelihood training for PWDs. Likewise, the resource persons for the training should be knowledgeable and budget should be allocated for the conduct of training.

B. RECOMMENDATIONS

1. Systems, Coordination and Information

The client participants regarded the area of coordination and communication as an area that needed improvement. Along these areas, the following recommendations need to be considered:

There is a need for the Department to improve the systems particularly in the processing or delivery of services. Likewise, proper coordination/linkage with other agencies/stakeholders should be strengthened. This is crucial on the part of clients, particularly to facilitate the handling of cases.

Provision of IEC materials and dissemination of information to clients is also very important to ensure awareness on the new policies, programs and projects. An orientation to the newly enacted laws should also be regularly conducted.

2. Training, Capability Building and Technical Assistance

Another major area needing improvement is in training and capability building. Concrete suggestions were cited in terms conducting trainings to clients. Upgrading of courses to suit the needs of clients should be considered specifically on PWDs. Consultation with the clients is necessary to determine the type of trainings to be conducted since there are trainings that are not matched with what client needs. Further, the resource persons should be knowledgeable on the trainings to be conducted.

3. Resource Augmentation

Resource Augmentation is another dimension needing DSWD's attention. The issue of lack of facilities or quality of facilities needing improvement was a major concern of clients. Certain standards in the different facilities of DSWD and local SW centers have to be maintained. Also, a clear strategy for improving facilities could be formulated taking into consideration the actual needs of clients.

4. Monitoring and Evaluation

Continuous monitoring and evaluation of centers and institutions should be done by the Department to ensure that these centers/institutions are functioning based on the standard operating procedures. Similarly, the DSWD programs and projects should also be evaluated to determine the impact to the clients.

C. ANALYSIS

In the analysis of the FGD results on the part of the clients, all negative statements of each pre-identified theme per region were extracted. The results are the following:

On Timeliness, resource augmentation have received most number of regions (11 regions - NCR, CAR, 1, 2, 3, 5, 6, 8, 9, 10 & CARAGA) with negative responses followed by coordination and communication with 6 regions (CAR, 1, 2, 4, 6, & 8)

On Appropriateness, it is good to note that very minimal negative responses were received.

On Adequacy, resource augmentation have received most number of regions (9 regions - CAR, NCR, 1, 2, 3, 6, 8, 9, and 10) with negative responses followed by training (6 regions - NCR, 1, 5, 7, 8, and 12).

On Quality of Service, negative responses came from 6 regions - CAR, 2, 7, 8, 9 and 10, particularly from PWDs and Older Persons sectors.

On Facilities, it could be noted that a lot of negative responses came from clients of DSWD centers and institutions.

Generally, it seemed that Resource Augmentation have received the most number of regions with negative responses based on the pre-identified themes. It only shows that resource augmentation is very crucial on the part of the clients. Since resource limitation is a perennial problem for government, other strategies had to be explored to generate and mobilize resources.

ANNEXES

PROPOSAL

PROJECT PROPOSAL

Project : SATISFACTION SURVEY ON DSWD'S CLIENTS AND INTERMEDIARIES/PARTNER AGENCIES
Duration : July – December 2004
Amount Requested : PhP 473, 500.00

I. RATIONALE

One of the most significant developments that took place within the Department's fifty three years of existence was the enactment of the Local Government Code. It has provided impetus for DSWD to introduce significant modifications in the provision of basic social services. With the devolution of social welfare services to the local government units, the DSWD has shifted its role from "rower" to "steerer". This functional shift includes policy formulation, advocacy, regulations and monitoring and standard setting which focus remains towards the welfare of its clients, as well as enabling its partners and intermediaries with the same purpose - improving the condition of its clients and with an over arching goal of achieving its mandate to become the lead agency and authority in social welfare and development.

However, the Department to become successful in achieving its mandate needs to employ increasingly effective and efficient systems, standards or procedures to use the now dwindling resources to provide its clients with quality services that are relevant, responsive and accessible. But it is only the clients and intermediaries/partners of the Department who can evaluate how well the organization is achieving its mandate. By consulting clients and partner/intermediaries on the appropriate level of services delivered, the Department will be able to deliver top-priority services in the most cost-effective way, thereby maximizing client satisfaction while setting standards of quality in social welfare service delivery.

II. DESCRIPTION OF THE PROJECT

The satisfaction survey will be administered in two levels which includes 1) DSWD clients which is composed of different sectors – women and children, youth, persons with disabilities, older persons, distressed families, disaster victims and internally displaced persons, and 2) partners/intermediaries of DSWD such as NGOs, LGUs and other social welfare and development agencies.

The satisfaction survey is focused on the experiences of the clients when availing of the services of the Department and how the Department services have helped them to solve their needs, while the satisfaction survey on partner agencies and intermediaries will dwell on how the department has enabled them in empowering their identified clientele. The Program and Policy Group will take the lead in administering the survey.

IV. OBJECTIVES

1. To identify opportunities for service improvement and respond quickly to emerging client's and partner's/intermediaries' demands;
2. To provide feedback to front-line/technical staff and management about program efficiency and effectiveness;
3. To allocate resources more effectively to meet client priorities by focusing on high service priorities and reducing or eliminating services that client do not value.

III. METHODOLOGY

Focus group discussion will be used to elicit more in-depth information from clients and intermediaries/partners agencies. It will make use of a discussion guide/questionnaire which will be administered nationwide thru DSWD Regional Offices. The discussion guide will be pre-tested in selected DSWD Regional Office.

The Department thru the DSWD – FOs will hire a facilitator who will be in charge of the focus group discussion so as to avoid any influence that could affect the response of the respondents as the service deliverer and to ensure that the survey will be able to obtain real views/opinions from its respondents. The facilitators shall come from the academe or an NGO.

There shall be two representatives who from central office that will serve as documenter for each focus group discussion. The Planning Officer/Training Officer from the DSWD – FO shall assist them.

SAMPLING DESIGN AND SELECTION PROCEDURE

Respondents for each region will consist of five (5) clients for each sectors previously cited and ten (10) partners/intermediaries which will be composed of representatives from barangay, municipality, city, province, ABSNET and NGO.

For clients, each group of respondents shall consist of community based clients and center-based clients (i.e. two respondents that came from centers/institutions and three from communities).

In selecting the study sample, participants of the focus group discussion for both client and partner agencies and intermediaries should be those who were engaged or provided with long term programs/services and have completed the process of helping relationship since it is the whole process of the delivery of programs and services which are being measured. Results could probably differ if surveys will be administered to clients and intermediaries who have dropped out of the program or service. Objectivity of the study will be likewise affected if respondents are those who are currently involved in a helping relationship since there is a possibility that respondents would be reluctant to provide their real views since it is presumed that they would perceive it as something which could any way affect the current helping relationship and the services being delivered to them.

Specifically, the following are the criteria shall be used in selecting the respondents:

A. CLIENTS

CENTER BASED CLIENTS:

Have completed treatment and rehabilitation and/or have already been discharged or reintegrated to their families/communities for at least three months up to six months only.

COMMUNITY BASED CLIENTS:

Service/Intervention provided to the individual/community has already been completed or helping relationship has already been terminated for at least three months up to six months only.

Note: Respondents for the children sector should be either their parents or guardians with whom the Department worked with since it is presumed that children would not be able to take part fully in the discussion because they might have limited understanding on the services provided to them. Thus, parents/guardians of children are in better position to respond since they were the ones who worked with the Department so that services are provided to the child.

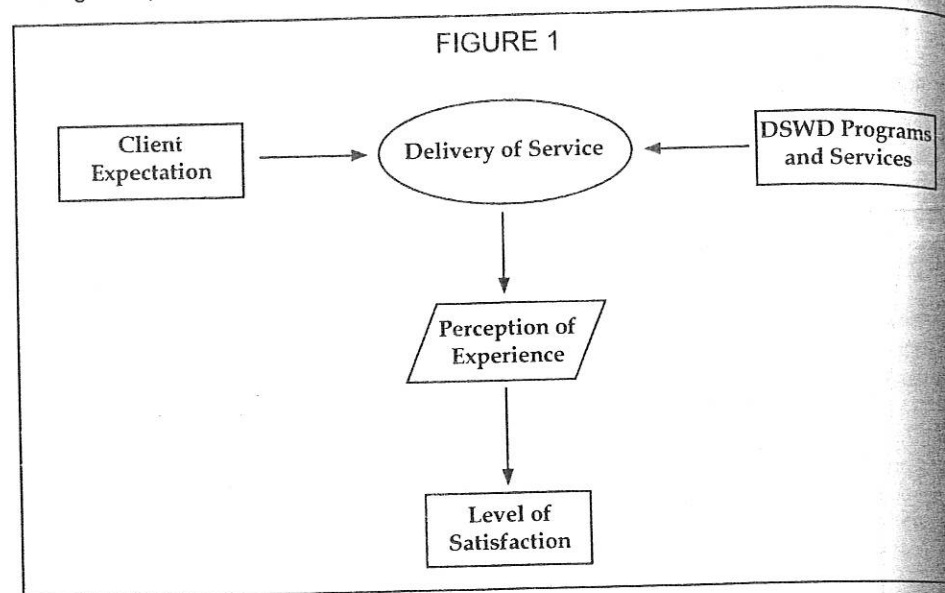
B. PARTNER AGENCIES/INTERMEDIARIES

- Have established partnership with the Department for at least two years;
- Have provided assistance and other capability building activities.

IV. FRAMEWORK

Client satisfaction is defined as the client's perception that the service provider's performance meets or exceeds his or her expectations. This survey will assess client expectations and the actual and perceived quality of service. Its goal is to determine the level of client satisfaction with the Department's services and the delivery of those services.

Figure 1 presents the conceptual framework of the study.



There are various indicators or variables that can be used to measure client satisfaction. The choice of indicators will vary depending on the service being provided. For this study, the following indicators will be used:

- A. **FACILITIES:** convenient location, physical access to building, variety of access modes, professional appearance, hours of service;
- B. **COMMUNICATIONS:** ease of understanding on information documents, ease of understanding of procedures, availability of information, clarity, use of plain language, questions were answered;
- C. **PERSONNEL:** courtesy, helpfulness, competence, assurance, responsiveness, ability to protect privacy/confidentiality;
- D. **SERVICES RENDERED:** timeliness, value, appropriateness, adequacy, quality;
- E. **COST:** reasonable
- F. **OVERALL:** satisfaction, likelihood of recommending the service or revising it, provided needed service and what was promised, adhered to policy standards

IV. FUNDING REQUIREMENTS

A. Core Group Meetings	Php 36, 500.00
Meals & Supplies for 5 Meetings	
B. Meals	
1 Lunch and 2 Snack for 50 participants/Region	255, 000.00
@ Php 300.00 each	
C. Facilitator's Fee	
2 Facilitator/Region @ Php 500.00/hour for 6 hours	102, 000.00
D. Supplies and Materials	30, 000.00
E. Contingency Fund	50, 000.00

TOTAL

Php 473, 500.00

* See attached for particulars.

V. FUNDING SOURCE

The forum will entail a total of Php 473, 500.00. Expenses shall be charged to PPB Funds.

Submitted by:

FINARDO G. CABILAO
Director, Policy and Plans Bureau

Recommending Approval:

RHODA F. YAP
Assistant Secretary, Policy and Programs Group
and Coach Monitor

Approved/Disapproved:

LUWALHATI F. PABLO
Undersecretary for General Administration
and Support Services

*PROFILE FORMS
FOR CLIENTS AND
INTERMEDIARIES*

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
CLIENT'S PROFILE

A. Pangunahing Impormasyon

Pangalan: _____ Edad: _____ Kasarian: _____
Katayuan (Status): ☐ Walang Asawa ☐ May Asawa ☐ Hiwalay ☐ Balo
Tirahan: _____
Sektor na Kinabibilangan: Pakilagyan ng Marka (✓)

- | | |
|--|--|
| <input type="checkbox"/> Bata (Children) | <input type="checkbox"/> Nakatatanda (Senior Citizens/Older Persons) |
| <input type="checkbox"/> Kabataan (Youth) | <input type="checkbox"/> May Kapansanan (Persons with Disabilities) |
| <input type="checkbox"/> Kababaihan (Women) | <input type="checkbox"/> Disadvantaged Families |
| <input type="checkbox"/> Biktima ng Kalamidad (Disaster Victims) | |

Kayo po ay isang kliyente na napapabilang sa:

- ☐ Kliyente mula sa institusyon o center ng DSWD (Center-based client)
☐ Kliyente na nabigyan ng serbisyo habang naninirahan sa komunidad (Community-based client)

B. Karanasan sa Pakikipa-ugnayan Sa DSWD

1. Sa anong paraan ninyo nalaman ang tungkol sa mga programa at serbisyong ipinagkakaloob ng DSWD?

- ☐ Sa pamamagitan ng "referral" mula _____
☐ Sa pamamagitan ng Social Worker ng DSWD
☐ Iba pang kasagutan (tukuyin) _____

2. Kailan kayo nagsimulang tumanggap ng tulong/serbisyo mula sa DSWD?

(Petsa (Buwan at Taon))

3. Hanggang kailan ka tumanggap ng tulong o serbisyo mula sa DSWD? (Tukuyin kung ilang buwan, araw o taon) _____

4. Kailan ang huling pakikipag-ugnayan ninyo sa DSWD at kanino kayo huling nakipag-ugnayan?

(Buwan at Taon)

(Pangalan, Position at Tanggapan na Kinabibilangan)

5. Anong suliranin o problema ang nagdala o nagtulak sa inyo para humingi ng tulong o makipag-ugnayan sa DSWD?

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
PARTNER AGENCIES/INTERMEDIARIES' PROFILE

Name: _____
Address: _____
Name of Organization/LGU: _____
Designation: _____
Unit: _____

Please mark by checking (✓) the appropriate box.

- ☐ Local Government Unit (Specify if City, Municipality, Provincial) _____
☐ Non-government Organization (Specify the sector you are working for) _____
☐ Others, please specify: _____

GUIDE QUESTIONS

Your experiences in the assistance/service we provide:

1. How did you first learn or hear about DSWD's programs and services? Please mark (✓) the appropriate box.

- ☐ I contacted DSWD
☐ Through referral from (please specify) _____
☐ From DSWD's Social Worker
☐ Others, please specify _____

2. When and with whom was your last contact with DSWD Regional Office?

_____ (Date) _____ (Name)

Designation & Unit

3. Type of Assistance/Program/Service Received From DSWD Regional Office?

- | | |
|--|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Licensing/Accreditation |
| <input type="checkbox"/> Resource Augmentation | <input type="checkbox"/> Others, please specify: _____ |
| <input type="checkbox"/> Referral | |
| <input type="checkbox"/> Resource Access | |

1.1. Center-based and Community-based Clients

- Timeliness *Mabilis ba ang serbisyo?*
- Appropriateness *Angkop ba ang serbisyo?*
- Adequacy *Sapat ba ang serbisyo?*
- Quality *Maganda ba ang kalidad ng serbisyo?*
- Facilities *Lokasyon? Kalinisan? Kasapatan? Kaayusan?*

Discussion 1

Comments from Participants: Assessment	
Name (initials of program)	

Go through each of the categories above and ask for their suggestions.

After going through each, ask what issues/problems they have that they think should be addressed by DSWD and its programs. *Ano sa mga problema ninyo ang sa tingin n'yo ay dapat tugunan ng DSWD?* (note: refrain from explaining that not all problems can be solved by DSWD or that the it is

the LGUs responsibility to address this. This can be easily indicated in the analysis. What we are after is getting their perception and expectations. If they have "wrong" expectations then this too will be subject for analysis)

Discussion 2

Comments from Participants: Suggestions	
Name (initials of program)	

1.2. Partner LGUs, NGOs and other Social Development Agencies

1.2.1. Discussion 1 General Question: What can you say about the services and programs of DSWD? *Ano ang masasabi mo tungkol sa serbisyo at programa ng DSWD?*

Since this is a small group and the programs and services are relatively few, go over each program/service.

Categories may include:

- Timeliness *Mabilis ba ang serbisyo?*
- Appropriateness/Responsiveness *Angkop o tumutugon ba ang serbisyo?*
- Adequacy *Sapat ba ang serbisyo?*
- Quality *Maganda ba ang kalidad ng serbisyo?*
- Facilities *Lokasyon? Kalinisan? Kasapatan? Kaayusan?*
- Cost *Risonable ba ang singil?*
- Relevance *May saysay o halaga ba ang serbisyo?*

Then ask the question: How is DSWD playing its role as an enabler/steerer? Do you receive enough guidance as to direction, policy and standards? *Paano nagagampanan ng DSWD ang papel nito bilang tagagabay? Sapat ba at angkop ang mga direksiyon at polisiya na nagmumula sa DSWD?*

Matrix for the Report of the Group. Facilitator may add more rows as needed.

Discussion 1

Programs/Services/ Role	Comments from Participants: Assessment
Training	Category
	Category
Resource Augmentation and Access	
Referrals	
Licensing/Standards	
Role as Enabler/ Steerer	

1.2.1. Discussion 2 General Question: What are your recommendations to improve the services and programs of DSWD and also in performing their mandate as enabler/steerer? *Ano ang maimumungkahi mo para mapaganda pa ang serbisyo ng DSWD at para lalo pang magampanan nito ang mandato?*

Matrix for the Report of the Group. Facilitator may add more rows as needed.

Discussion 2

Programs/Services/Role	Comments from Participants: Suggestions
Training	
Resource Augmentation and Access	
Referrals	
Licensing/Standards	
Role as Enabler/Steerer	

2. PROGRAM

Time	Activity	Instructions
8:30 am 9:00	Registration	<ul style="list-style-type: none"> All participants and DSWD personnel should have a name tag Attendance Sheet has to be prepared ahead
9:00 10:00	Introductions Objectives Schedule of Activities Instructions for the discussion group	Copies of the program may be distributed or simply reproduced in the board or manila paper.
10:00	Working Break	Participants will be asked to proceed to their discussion groups. Merienda will be served in their groups.
10:00 12:00	Discussion 1: Assessing DSWD	<ul style="list-style-type: none"> Do a round of introductions Explain again what is expected from them Ask that they choose their presenter Documentor should be provided with tape recorder, batteries and enough cassette for 6 hrs of discussion Also provide manila paper/flaps, masking tape and felt tip pens for the facilitators
12:00 pm 1:00	LUNCH BREAK	
1:00 3:00	Discussion 2: Improving DSWD	<ul style="list-style-type: none"> The group may assign a different reporter for this portion. Facilitate and document
3:00 3:30	Break	
3:30 4:30	Presentation of Discussion Outputs	<ul style="list-style-type: none"> Each group will present their group's outputs The presentation should also be documented. If flaps were used then collect all the flaps for easier and accurate documentation.
4:30 5:00	Synthesis of the Presentations and Closing	<ul style="list-style-type: none"> This will be done by the overall moderator/facilitator This should also be documented
5:00 5:30	Clinic-ing by the organizing team (including facilitator and documentor)	<ul style="list-style-type: none"> The organizing team will assess the quality of the responses and level of participation of the participants. Identify ways to improve the FGD in order to assist the next region in their conduct of their FGD.

PRESENTATION

Assessing DSWD Programs and Service

Results of the Focus
Group Discussion
July – September
2004

Participants to the FGDs Partners and Intermediaries

	N C R	C A R	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII	T O T
NGO	3	3	3	2	1	2	3	5	4	1	8	3	8	5	3	54
LGU	6	0	7	2	4	5	6	3	5	4	0	5	3	3	4	57
T O T A L	9	3	10	4	5	7	9	8	9	5	8	8	11	8	7	111

Participants to the FGDs Center and Community Based Clients

	N C R	C A R	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII	T O T
CEN	19	7	14	11	4	7	0	9	13	2	18	8	13	8	0	133
COM	13	32	14	13	11	3	21	16	17	14	11	12	16	17	13	223
T O T A L	32	39	28	24	15	10	21	25	30	16	29	20	29	25	13	356

Workshops

- Assessment (adequacy, appropriateness, cost, facilities, participation, quality of service, timeliness, relevance)
- Issues and Problems
- Recommendations

RESULTS: Extracted Negative Statements on Adequacy

- Partners
 - Licensing, Accreditation and Permits: 1,2,4,5,8,10, 12
 - Resource Augmentation: 2,4,5,8,13
 - Technical Assistance: 12
 - Training: 12,13
 - Referrals: NCR, 1,2, 4,7,10,12,13
- Clients
 - Advocacy: 2,6,8
 - Resource Augmentation: CAR, NCR,1,2,3,6,8,9,10
 - TA: CAR,1,7
 - Training: NCR,1,5,7,8,12

RESULTS: Extracted Negative Statements on Appropriateness

- Partners
 - Generally positive
 - Technical Assistance: 1, 12
- Clients
 - Centers and Drop-Ins: 13
 - Community-Based Programs: 6, 7
 - Resource Augmentation: 2,5
 - Training: CAR,6

RESULTS: Extracted Negative Statements on Cost

- Partners
 - Licensing, Accreditation, Permits: 1
 - Fees for Adoptive Parents: 2,13

RESULTS: Extracted Negative Statements on Participation

- Partners
 - Positive in all regions
- Clients
 - CAR, 1,2,5,6,9

RESULTS: Extracted Negative Statements on Facilities

- Partners
 - Center for >2 yrs old: 7
- Clients
 - Centers and Institutions: CAR, NCR, 1,2,4,6,9,12,13
 - Community-based Programs: 1,6
 - SWD Offices and training facilities: 6,7,8,9,12

RESULTS: Extracted Negative Statements on Quality of Service

- Partners
 - Licensing, Accreditation and Permits: CAR,2,4,10,13
 - TA: NCR,10,12
 - Training: 6,10,12
- Clients
 - Community-based: 1,3,6
 - Services to PWDs & OPs: CAR,2,7, 8,9, 10
 - Services to W,C&Y: NCR,4,6,13
 - Services to DFs,DVs,IDPs: 2,5,8
 - Training: NCR,7,8

RESULTS: Extracted Negative Statements on Relevance

- Partners
 - Generally positive

RESULTS: Issues and Problems Partners

- Access to Programs and Services
- Coordination and Communication
- Facilities and Equipment
- Information Provision and Dissemination
- Monitoring and Evaluation
- Partnership-Building
- Program and Project Specific Issues
- Resource Limitations
- Social Worker
- Standards
- Systems and Procedures
- Training, Capability Building and Technical Assistance

RESULTS: Extracted Negative Statements on Timeliness

- | | |
|---|---|
| <ul style="list-style-type: none"> • Partners <ul style="list-style-type: none"> - CIDSS: 8 - Coordination and Communication: CAR, 4, 7, 12 - Licensing, Accreditation, Permits: 2, 4, 6, 12 - Referrals: CAR, 7, 10, 12 - RA: 2, 4, 5, 7, 12, 13 - TA: 12 - Training: CAR, 10, 11, 12 | <ul style="list-style-type: none"> • Clients <ul style="list-style-type: none"> - Coordination and Communication: CAR, 1, 2, 4, 6, 8 - Foster Care: 2 - Referrals: 6, CAR - Resource Augmentation: NCR, CAR, 1, 2, 3, 5, 6, 8, 9, 10, 13 - Training: 8 |
|---|---|

RESULTS: Issues and Problems Clients

- Adequacy Issues (livelihood, financial, medical, educational)
- Advocacy (implementation of law &/or provisions)
- Lack of coordination with other agencies (PNP, Courts)
- Facilities, Equipment, Materials
- Poor follow-through and follow-up
- Lack of Information Dissemination
- Quality of Service of SWs
- Resource Limitations
- Beneficiary selection and targeting
- Systems and Procedures
- Training: appropriateness
- "unrealistic" expectations

RESULTS: Recommendations Partners

- Access to DSWD Programs and Services
- Advocacy
- CIDSS (KALAH I and ECCD)
- Coordination and Communication
- Devolution Issues
- Facilities and Equipment
- Fees and Charges
- Licensing, Accreditation and Permits
- Information Provision and Dissemination

RESULTS: Recommendations Partners

- Monitoring and Evaluation
- Partnership-Building
- Program and Project Specific Issues
- Resource Augmentation
- Scheduling
- Social Worker
- Standards
- Systems and Procedures
- Training, Capability Building and Technical Assistance

RESULTS: Recommendations Clients

- Advocacy
- Expansion
- Facilities
- Introduce Innovations/new strategies
- Information Dissemination
- Partnership
- Standards: accreditation, monitoring and evaluation
- Systems and Procedures
- Sustainability, Resource Mobilization and Generation
- Training

LYNCHPINS: Cross Cutting Strategies

- Systems, Coordination and Information
- Training, Capability Building and Technical Assistance
- Resource Mobilization and Generation
- Partnership Building
- Advocacy

WORKSHOP RESULTS

APPENDIX A

WORKSHOP 1: RESULTS ASSESSMENT

Assessment portion: TIMELINESS

TIMELINESS		
CIDDS Others (Role as enabler /Steerer)	8	Release of fund takes time after submission of project proposals (CIDSS)
CIDSS/ECD Programs	7	Mabilis Immediate assistance extended
CIDSS, ECCD	4	Ok
CIDSS-ECCD	4	Bright Child Program, Supplemental feeding/breastfeeding, child care program Lack of budget allocated by the local chief executive

CIDSS-ECCD

Generally positive comments (4,7). Slowness in release of fund after proposal submission was experienced (8) and one region attributed delay to lack of budget allocated by the local chief executive (4).

Communication	CAR	Submitted 1-page proposal which DSWD CO presented to the Donor's forum in 2002 but was not informed its status up to this point in time
Coordination Legal assistance	4	Ok sa DSWD ngunit mabagal ang process sa court
Coordination and Communication	7	Delayed submission of data
Coordination and Communication	12	Medyo delayed kasi may mga case studies na di pa naibigay including assistive devices and OSCA IDs Mabilis ang updates ng programs/policies but the problem, hindi masyadong ma-explain ang policies

COORDINATION AND COMMUNICATION

Delays were experienced in transmission of data, information, and communication (CAR, 7,12). Updates on policies quite timely but what was problematic was the lack of explanation (12). Also when dealing with court cases, delays were experienced due to other reasons and not due to DSWD (4).

Licensing and Accreditation	5	Okey naman lahat
Licensing and Accreditation	9	Kaagad binibigyan ng aksyon ang pagpapile naming ng accreditation ngunit sa licensing ay matagal
Licensing and Accreditation	2	sa ngayon, nasolusyonan na po ang dating mabagal na proseso. Mabilis na po ngayon ang pag-process ng papers.
Licensing and accreditation	NCR	DSWD NCR active; relationship with NGO is very OK
Licensing and accreditation	4	It takes time to release - 1 month a. Lack of supplies b. Lack of manpower c. No signatory d. So many requirements e. No response yet from the Standard Bureau regarding their request for accreditation
Licensing and accreditation	13	Paspas within a month 3 months we don't comply because of so many application Yes, team is assisting on time

Assessment portion: TIMELINESS

Licensing and accreditation	6	Matagal, nagbibilang ng araw base sa bawat agency Process depende on the concerned institution and the bureaucracy (nakakatulong ang proseso) Pag complete ng requirements/documents, mabilis ABSNET facilitates the processing FO on time ang issuance ng certification, not more than a week Hindi inaabot ng 1 week Basta kumpleto ang required documents, mabilis
Licensing of foster families	2	medyo matagal ang proseso sa regional Office sa pag process ng license sa mga interesadong pamilya
Licensing of institutions	2	medyo mabagal kasi kahit na complete ang requirements wala pa rin desisyon.
Licensing/accreditation	7	Timely; matagal ng accredited, renewal na lang 2-3 days SB to look up based on the report (2-3 years annual reports) mabilis because it is already done at the Regional level
licensing/Accreditation non-facility	8	License released 15 days after submission of required documents
Licensing/Accreditation	10	NGO licensing and renewal is timely Mabilis ang processing ng licensing Timely ang issuance ng license Accreditation is delayed for 1-2 years.
Gawad Kalinga		Delay ang accreditation as NGO. Matagal na ang kanilang accreditation application but until now wala pa rin hindi nila alam kung bakit
DCC		Accreditation is delayed Some are 2 yrs, delayed
Licensing/accreditation	12	Medyo matagal Direct na nag-apply sa CO (Note: In fairness to FO, monitoring of licensing and accreditation is being done by CO)
Licensing/Accreditation of DCC	5	Schedule of licensing of DCC not pushed through
Licensing/standards	CAR	Mabilis ang response ng CAR sa licensing and accreditation. CAR informed them to prepare their documents for renewal of accreditation one month before its expiration. CAR is consistent in informing NGOs.
Licensing/accreditation	11	Mabilis, naaddressed agad iyong kulang; quick response kasi pag nag-request sa CO dumarating agad
Licensing Travel Clearance	4	Slow due to the following: a. Lost of papers/misplace of other documents b. No filing

Assessment portion: TIMELINESS

LICENSING/ACCREDITATION/PERMITS

Received positive comments from regions NCR, CAR, 5,7,8,9,10,11 and 13. Mixed reviews from regions 2 and 6 and negative responses from regions 4 and 12. Accreditation process for GK and DCC was specifically mentioned. Reasons for delay include: lack of supplies, lack of manpower, signatory not available, so many requirements and no response from the Standard Bureau regarding their request for accreditation, and loss of documents.

Referral	CAR	Ang tagal ng response ng CAR/CO
Referral Orientation of ABSNET and Case Management	12	Mabilis ang updates ng programs/policies but the problem, hindi masyadong ma-explain ang policies Mabilis, available, as scheduled, andun sila
Request for case conference		
Referral	NCR	On for other support services: mabilis
Referral	2	Kaagad nabibigyan ng tulong ang mga kliyenjte na ni-rerefer sa DSWD/
Referral	5	So far, okay naman, within the day nakukuha ang request
Referral	12	May kakulangan Nagpadala project proposal thru the FO pero walang feedback what happened to the proposal
Referral for Food Stuff Donation	7	Delayed permit from RO 7 to accept donation
Referral for other support services	4	Mabilis
Referrals	12	On and off and conduct ng meetingre: ABSNET Walang training in ABSNET Walang orientation
Referrals ABSNET -Partnership building	7	Service timely
Referrals	7	Cases were attended immediately > Attended by SW but referred to NGO > Well attended but depends on the availability of the Senior Social Worker
- Male children - Senior Citizen - Mental Vagrants		
- Sexually-abused - Battered women - Children in conflict with the law		
Referrals	CAR	Ang tagal ng response ng CAR/CO.
Referrals	8	Urgent/ as the need arises; needs immediately attended
Referrals from FO, kulang ang mga documents	12	May kakulangan

Assessment portion: TIMELINESS

Referrals Residential care program for children, elder, youth and community	4	Fast
Referrals to: Home for Girls	10	
CIU RSCC Haven		Matagal and pahirapan pa ang mga clients
REFERRALS Positive reviews from regions NCR, 2,4,5,8. Negative reviews from regions CAR and 10. Mixed reviews from regions 7 and 12. ABSNET was mentioned as a facilitative factor. Also identified issues were the lack of feedback or explanation for delay, new policies were sent without sufficient explanations and provision of service was dependent on availability of senior social worker.		
Resource Augmentation Relief assistance	2	mabilis ang pagbigay ng mga relief goods
Resource Augmentation	CAR	Partner NGOs do not know that DSWD has this kind of program
Resource Augmentation	10	Okey Mabilis ang disaster augmentation
Resource augmentation	4	Immediate release of relief goods Red tape on funding - slow release fund Lack of transportation assistance
a. AICS b. Relief augmentation c. Financial assistance		
Resource augmentation - Program for Strandees -Emergency Assistance	5	Kulang pa rin sa training ang emergency assistance. Hindi timely. Depende sa availability ng resources, kung ano lang ang available (understandable/reasonable if not within the period of the release of funds)
Resource augmentation	12	May support but minsan wala and most often delay
Resource Augmentation	13	On time, no problem; a matter of applying and receiving funding was not responded, they committed 3,000 pesos Proposal is pabalik-balik sana sabihin na kung ano ang kulang o mali First release of funds for SEK was almost six months, pero 2 nd level no problem Matagal, relief supplies 2 weeks
- Livelihood Assistance		
- Disaster Relief		

Assessment portion: TIMELINESS

Resource Augmentation - Disaster Relief	8	3 days to one week after request
Resource augmentation/access CIDSS program	10	Okey Timely, upon submission of proposal, madali lang ang funding ng proposal. Less ang waiting period sa implementation because of timely funding
Resource Augmentation - Disaster Relief	2	Ok lang kahit umabot ng 1 yr ang pagbigay ng tulong (P1,000) para sa mga biktima ng bagyo noong isang taon.
Resource Augmentation - Disaster Relief	7	There was a delayed disbursement Filed January narelease mga 2 months after na or June pa
Resource Augmentation - Disaster Relief	7	Mabilis na serbisyo Delayed communications like faxing the comm.. SARO may effect Mabilis; given immediately Service on time No problem on timeliness Technically assisted/immediate disbursement of funds
Resource Augmentation Role as enabler/steerer	10	Medyo madugay. A little bit late Timely
(NGO point of view as steerer)		
Resource Augmentation SEA-K	7	Mabilis lalo na sa pag-release ng funds Very timely
Resource Augmentation SEA-K	2	Mabilis siya dahil madali lang ang pag-process sa loans
Resource Augmentation SEA-K (Women's Prog)	7	Attended and funds were immediately release
Resource Augmentation Shelter assistance AICS/ESA	7	Attended, there is an immediate release of funds
Resource Augmentation Shelter assistance (CSAP)	4	matagal hintayin ang pondo; depende sa availability ng fund; tumagal ng 1 yr ang pagconstruct dahil sa nagpalit ng mayor
Resource Augmentation	11	Mabilis pag nagrequest, binibigay agad
Resource Augmentation Shelter assistance (ESA)	2	medyo mabagal makuha ang assistance dahil sa dami ng documents na kailangang ihanda

Assessment portion: TIMELINESS

RESOURCE AUGMENTATION: disaster relief, shelter, financial and livelihood assistance)

Positive reviews from regions, 8, 10 and 11; negative reviews from 5 and 12 and mixed reviews from regions 2,4, 7 and 13. Issues include: red tape on funding access, lack of transportation assistance, lack of training, dependent on resource availability and inconsistency in provision of assistance (*minsan meron, minsan wala*). CAR partners do not know that DSWD has this kind of program.

Technical Assistance	12	Hindi naibigay iyong trainings that were stated in TARA reports Minsan delayed especially case management Pinapagawa ang TARA report but walang trainings na natanggap
Technical assistance	NCR	Immediate action and response; tangible and can be seen clearly
Technical Assistance	4	So fast/mabilis/immediate
Technical assistance	5	Nabigyan agad ng TA pag pumupunta sila sa DSWD
Technical assistance	8	As the need arises
Technical Assistance	9	Mabilis ang pagbibigay ng serbisyo lalo na kung nangangailangan ng madaliang solusyon ang problema ng aming mga kliyente
Technical Assistance	11	Okey, mabilis, kasi pag nasend agad communication requesting technical assistance, nagrerespond agad ang region
Technical Assistance	6	Mabilis (TA on the processing of establishment/construction of the DCC including the compliance to standards)

TECHNICAL ASSISTANCE

Positive responses from regions NCR, 4, 5, 6, 9 and 11; negative response from region 12. Region 8 said that TA is provided when the need arises.

Training Brgy. 35 as recipient of PSCB training on food processing	10	Okey lang. Timely as needed Delayed (UKP trng.)
Training	7	Attended training is set as requested
Training	NCR	Determine the training needs of the LGUs and NGOs; no knowledge to access the training provided by the DSWD; so many training but need to grow
Training	8	Training period was met Trainors training on Revised DCV Manual PES enhancement training & ECCD Bright Child Project
Training	2	Accessible siya kung may training na binibigay (LGU); madalang ang training
Training	12	Medyo nagkulang at kulang talaga Hindi na nag-update Established centers but no training from DSWD on how to operationalize

Assessment portion: TIMELINESS

Training	12	Walang response sa training requested Nagtatampo NGO kasi naneneglect sila Gustong magbigay ng reports but kulang iyong trainings
Training (re: DCS) (re: ECCD) ABSNET Training (ECCD)	6	Mabilis especially magsend ng letter, mayroon silang inoobserve na number of days Proactive, di pa naiimplement, na-train na sila Mabilis
	5	As requested/scheduled ang pagbigay Ang resource speaker form FO, ang pondo galling LGU kaya madaling matugunan There is a schedules training and the LGU was not informed by the FO that the resource person cannot come Followed-up 1 week before, okey pa, but pag tawag ng LGU a day before, hindi matutuloy ang resource person. Walang ibang speaker na available
Training (ECCD, Case Mgt., Family Therapy)	5	TA mabilis, pag nagrequest ng TA, automatic nilang naibibigay agad
Training (NFVP, Family Therapy)	5	Maganda ang serbisyo at talagang timely kasi tumataas ang incidence of domestic violence Pa-training nd DSWD mabilis ibinigay kasi pilot area
Training on Project Proposal Preparation 2002 conducted by CO	CAR	Submitted one page project proposal which DSWD CO presented to the Donor's Forum in 2002 but was not informed its status up to this point in time
Training on VAW	5	No communication/update (feedback) from CO what happened to the application Hindi na-inform kung ano na ang nangyari
trainings	7	Request for trainings attended immediately
- Vocational training for PWDs		- Training is set as requested
- trng. For RSCWC		-Not so timely because of the conflict of schedules
Trainings	11	Mabilis but iyong iba mabagal Mabilis, pag nagrequest ng resource person, provided agad mabilis
Trainings	10	Okey w/in expectation adequate ang trng. Right timing
Trainings	13	Yes, request for Case Management Training responded on time Perfect, we have a very active chairman

TRAININGS

Positive responses from regions 2,5,6,7,8,10 and 13; negative responses from regions CAR and 12; mixed reviews from regions 10 and 11. Issues raised include: training is available but very seldom; training provided is very limited, expected more; availability of speakers was cause for delay in conduct; proposals for training were submitted but no feedback provided (Regions 1 and 5). NCR proposed that DSWD should first determine needs of the partners. One facilitative factor identified was availability of resources coming from LGU.

Assessment portion: ADEQUACY

ADEQUACY		
CIDSS	8	Implementation of CIDSS project because of delayed release of funds
CIDSS Day Care Services	4	Some day care centers are not needing support from the DSWD due to rich people & homeowners associations & other groups. The day care program is being used as part of the educational requirement and as income generating fund- lavish spending in graduation use of toga during graduation.
CIDSS KALAHI	NCR	IEC materials is lacking and no regular production
CIDSS/ECD Programs	7	Services extended by CIDSS answers to community problems

CIDSS (KALAHI, ECCD)

No categorical responses. Issue raised were: delay in fund release; IEC materials insufficient, some day care center do not need DSWD support anymore.

Coordination and communication ABSNET - Partnership Building	7	Very good, very adequate
Coordination and communication Access to data/Provision of Data	7	Not adequate. Data provided does not reflect the real situation of the region

COORDINATION AND COMMUNICATION

Region 7 gave a positive response for the ABSNET but still found access and provision of data as inadequate.

Licensing and Accreditation	6	Sapat
Licensing and accreditation	13	Spending it a little further is most welcome Very responsive to refer NGOs and NGAs to DSWD Advocacy, we still have to request for that
Licensing of foster families	2	dahil sa kakulangan ng mga licensed foster families hindi po sapat ang serbisyong ito.
Licensing of institutions	2	Ok naman
Licensing, Permits Travel Clearance	4	Slow process in travel clearance
Licensing/accreditation	7	Necessary documents were given
Licensing, Accreditation	5	Okey naman lahat
Licensing, Accreditation Adoption (permanent)	2	May pagkukulang pa dahil maraming requirements
Licensing/Accreditation	10	
Gawad Kalinga		Not enough
DCC		
Licensing/accreditation	8	We are provided check list of required documents
Licensing/accreditation	12	Hindi sapat Direct na nag-apply sa CO (Note: In fairness to FO, monitoring of licensing and accreditation is being done by CO)

Assessment portion: ADEQUACY

Licensing/accreditation of DCC	5	Di sapat, dahil kulang ang manpower sa FO
Licensing/accreditation	9	Sapat ang serbisyong binibigay nila sa amin
Licensing/accreditation	11	sapat
Licensing/standards	CAR	Kulang sila sa budget at manpower, esp. SWs to sustain their operation. Barely 3 months na silang hindi nagcoconvene. Staff not so knowledgeable/oriented in Counselling Cases of Rape.
Licensing/standards	CAR	Child/Parent counseled by SW was told that "kung anong puno siyang bunga". Parent/Child did not come back. Had looked for another counselor outside of DSWD. Staff of CAR kulang sa counseling knowledge.
Licensing	NCR	The requirement is too tedious

LICENSING, ACCREDITATION, PERMITS

Positive response from Region 6; negative responses from regions CAR, 4, 8, 9, 10, 11 and 12; mixed response from regions 2, 5 and 12. Issues were: advocacy was lacking, travel clearance issuance was very slow; requirements were tedious or too many; lacks human resources and that the SWs were not equipped to handle counseling of rape victims. It was cited that DSWD provides checklist of requirements.

Referral	NCR	Have problem in referring clients to centers/institutions; have access to funding; lack of support from the LGU; Enough fund allocation
Referral	2	Kahit minimal lang ang ibinibigay, nakakatulong
Referral	5	Angkop
Referral	12	
Nagpadla project proposal thru the FO pero walang feedback what happened to the proposal		Hindi sapat
Referral	8	CIU workers facilitative; met client needs (AICS) for referred/walk in clients
Referral for Food Stuff Donation	7	Inadequate due to delayed permit
Referral for other support services	4	Sapat
referrals	7	
- Male children - Senior Citizens - Mental Vagrants - Sexually-abused - Battered women - Children in conflict with the law		Inadequate We are in need of funding (devolved) Adequate services Inadequate services dahil sa kakulangan ng manpower/staff sa LGU
Referrals	13	Sapat Hindi maaccomodate
Referrals from FO, kung ang mga documents	12	Hindi sapat

On whether DSWD's TA was appropriate, positive reviews were from Regions NCR, 4, 5, 6, 7, 8, and 10. Negative reviews from Region 1. The devolved offices also provided additional services and in one region deemed more responsive.

limited, they expect cause for delay in training were submitted. One facilitative factor LGUs.

Assessment portion: ADEQUACY

REFERRALS

Positive responses from Regions 4,5 and 8; negative responses from regions 7 and 12; mixed responses from regions NCR, 2 and 13. Issues cited were: lack of LGU support; lack of staff; delays in permit issuance thus could not accommodate referrals; referred cases could not be accommodated.

Resource Augmentation Relief assistance	2	Dahil sa sobrang dami ng nasalanta, kulang ang bigay na augmentation
Resource Augmentation AICS/ESA	7	Adequate
Resource Augmentation Cash assistance	2	It is enough to answer immediate needs
Resource Augmentation Disaster relief	10	Okey
Resource Augmentation Funds Accessing/ Accessing Resources	7	No problem Ok, maayos ang service Limited funding Very good Adequate Able to access Australian Aid from 1999 up to the present (2 M availment). To finish the project we tapped other resources.
Resource Augmentation Legal assistance	4	Ayos na rin kasi kahit papaano dahil natulungan sila pero hindi sapat dahil sa katagalan.
Resource augmentation - Program for Strandedes - Emergency Assistance	5	Hindi na malalagyan ibang indicators kasi iyong "timeliness" pa lang, din a nami-meet, nagdedepend lang sa available resources ng DSWD
Resource augmentation - disaster relief	8	Inadequate funds
Resource Augmentation - Livelihood assistance	13	Sapat, although hindi mabilis Bislig area, not recipient of CIDSS Bigyan ng konti pag maganda ang performance Bislig area, not recipient of CIDSS
Resource Augmentation Scholarship/Educational Assistance	7	Very adequate
Resource Augmentation SEA-K (Women's Prog)	7	Adequate
Resource Augmentation SEA-K:	2	Sapat siya kasi tuluy-tuloy ang monitoring ng PEO. Regular naman na ginagawa ito.
Resource Augmentation Shelter assistance (CSAP)	2	Hindi sapat ang bahay lalo na kung malaki ang pamilya
Resource Augmentation Shelter assistance (ESA)	2	Kulang, kailangan ang LGU counterpart
Resource Augmentation Transpo. Assistance	7	Very minimal funds given by RO cash assistance because the municipal cannot afford
Resource augmentation - a. AICS b. Relief augmentation c. Financial assistance	4	Cannot provide financial assistance due to magnitude of clients.
Resource augmentation	11	sapat

Assessment portion: ADEQUACY

Resource augmentation/ access CIDSS program	10	Okey CIDSS services ay nakatulong pag-solve ng problema. Adequate ang services.
RESOURCE AUGMENTATION Positive responses from regions 7, 10 and 11; negative responses from regions 5 and 8; mixed reviews from regions 2,4 and 13. It was cited that inadequacy was expected because of magnitude of needs. One region accessed other donor agency and another recommended that Bislig be provided with more assistance.		
Technical Assistance Role as enabler/steerer	10	Just enough. Sakto lang
(NGO point of view as steerer)		Yes adequate
Technical Assistance Orientation of ABSNET and Case Management	12	Hindi sapat
Request for Case Conference		Sapat
Technical Assistance	12	Hindi sapat (siguro kulang din sa tao to conduct trainings) Pinagawa ang TARA report but walang trainings na natanggap
Technical Assistance Practical Skill Development	7	Adequate
Technical Assistance Program for PWDs	12	Sapat in terms of follow-up meetings and consultation
Technical Assistance Residential care program for children and youth	NCR	No memos were received for the new guidelines
Technical Assistance Residential care program for children, elder, youth and community	4	Cannot address the services as some clients are seeking assistance from the NGOs. No follow-up on the project being implemented.
Technical Assistance	NCR	Well taken; no frequency on TA (per call or request)
Technical Assistance	4	Adequate Always available but fund support is a hindrance to the success of the services/programs.
Technical assistance	5	Sapat na sapat
Technical assistance	9	Yes, dahil binibigay nila ang kailangan naming tulad ng mga technical assistance
Technical Assistance	11	sapat
Technical Assistance	6	
(TA on the processing of establishment/ construction of DCC including ythe compliance to standards)		Sapat
Adoption		Sapat

Assessment portion: ADEQUACY

TECHNICAL ASSISTANCE

Positive reviews from regions 5,6,7,9,10 and 11; negative review from Region 12. One region cited that the follow-up was adequate whereas another said that there was no regular follow-ups and that even if TA was provided, the program/service cannot be implemented because of lack of resources. Memos on new guidelines were not provided. Client seek assistance from NGOs.

Training Brgy. 35 as recipient of PSCB training on food processing	10	Okey. Easy to learn & applicable
UKP		Reading manuals is not enough
Training	8	Yes, objective of the training were met
Training	12	Di sapat
Training (re:DCS) (re:ECD)	6	Sobra sobra pa Sa ECD areas, adequate but sa non-ECD areas, hindi adequate kasi walang seminar Sapat
ABSNET Training	12	Hindi sapat Walang training on ABSNET
Training - trainor's training on accreditors and the youth offender and disaster preparedness training, PES	4	Adequate Fair enough - 7 out of 10
Training (CIDSS)	5	Akma
Training (ECCD)	5	akma
Training (ECCD, Case Mgt., Family Therapy)	5	Akma
Training (NFVP, Family Therapy)	5	Kumpleto naman nakalagay sa services, narereview ang modules several times
Training:	NCR	LGU has no counterpart fund
Training:	2	Tama lang (LGU) May pagkukulang lalo na sa training on case management
Trainings	7	Adequate
- Vocational training for PWDs		Adequate
- trng. For RSCWC		Adequate as to content
Trainings	10	Haum kayo, fits well Adequate ang trng. Provided. Had availed trng. On HP but handouts were not provided, promised to send handouts after trng. But until now wala pa. Until now there are none.

Assessment portion: ADEQUACY

Training	11	sapat
Trainings	13	Adequate for the front line. How about in the community level? Not adequate, trainings not follow-thru Sapat, a lot of trainings has to be done Not adequate, no initiative meetings

TRAINING

Positive reviews from regions 4,5,6,7,8 and 10; negative reviews from region 12 and mixed review from region 13. Most regions raised that the training is adequate but the reading materials and handouts were not provided. Also follow-up was poor. Adequacy can be seen in sites included in the program but not for those excluded.

Assessment portion: APPROPRIATENESS

APPROPRIATENESS		
CIDSS Role enabler	8	Amount granted to complete implementation of CIDSS project
CIDSS/ECD Programs	7	Very appropriate for LGUs
CIDSS-ECCD	4	The local chief executive is not supporting the program and services once transferred to them Bright Child Program, Supplemental feeding/breastfeeding, child care program
CIDSS-KALAHAI	NCR	pinaka-angkop sa lahat ng programa ng DSWD
CIDSS-KALAHAI, ECCD	4	Most effective program by the DSWD. If the process has no funding, it will not last.

CIDSS (KALAHAI, ECCD)

Positive responses from regions NCR, 4 7 and 8. Regarded as the most appropriate program. Only issue cited was when LCE does not support the program

Coordination and Communication	7	With good coordination between CO and Regional Office. Proper communication ahead of time
Coordination and Communication	7	Data provided is only limited to cases served by DSWD. How about other NGAs, NGOs?

COORDINATION AND COMMUNICATION

Region 7 cited the necessity of good and timely coordination and communication. Also raised the need to provide data to NGOs and NGAs

Licensing and Accreditation	6	Angkop
Licensing and Accreditation	8	Allowing/providing us the authority (legal) to operate
Licensing	2	kailangan siya para mamonitor ang mga NGOs
Licensing and accreditation	13	Very appropriate
Licensing, Accreditation and Permits	5	Okey naman lahat
Licensing, Accreditation and Permits Adoption (permanent)	2	angkop po pero dahil sa kakulangan na rin ng adoptive families in the local, madalas napupunta ang bata for inter-country adoption. Preferably, child shld be placed out in the local level
Licensing, Accreditation and Permits Foster families	2	angkop po ang serbisyo ng ito para sa mga bata for long term custody (10 yrs)
Licensing/accreditation	7	Maganda ang coordination ng Standards Bureau and Regional Staff CO stag regularly visits
Licensing/Accreditation	9	Angkop ang serbisyo na ito para sa operasyon ng aming organisasyon
Licensing/Accreditation Gawad Kalinga DCC	10	Very okey Yes
Licensing/accreditation	12	Hindi angkop Direct na nag-apply sa CO (Note: In fairness to FO, monitoring of licensing and accreditation is being done by CO)

Assessment portion: APPROPRIATENESS

Licensing/accreditation of DCC	5	May implikasyon ang accreditation sa neighboring community kasi may trained SW na mag-aaccredit kaya lang nahihirapan lumabas sa area nila
Licensing/accreditation Licensing/standards	11 CAR	angkop Very strict ang SB sa compliance on 60% (Program) and 40% (Admin). Kapag hindi nagcomply hindi aapruban ang license/accreditation. Sana case to case basis. Shared that there was a 14yrs. Old victim of child rape admitted at HAVEN who is supplied with marijuana and even got drunk. Suggested that this condition be looked into by HAVEN. Baka ang bumibisita ang nagsusupply. ok naman ang DSWD. We refer clients to another NGO thru the DSWD.

LICENSING/ACCREDITATION/PERMITS

Positive responses from regions 2,5,6,7,8,9,10,11 and 13; negative responses from regions CAR and 12. Participants found the programs and services appropriate but there are program-related issues: lack of adoptive families locally; SW doing accreditation limited; and a smoking/drug incident in HAVEN.

Referral	NCR	angkop; duplication of function being provided by DSWD and NGOs
Referral	2	angkop ang serbisyo at nakakatulong sa mga tao
Referral	5	Sapat; tama lang
Referral	12	Hindi angkop Nagpadala project proposal thru the FO pero walang feedback what happened to the proposal
Referral	8	Yes, base on need and situation of walk-in clients
Referral for other support services	4	Angkop
referrals	7	Appropriate - Male children - Senior Citizens - Mental Vagrants This can appropriate if only the Regional DSWD will attend to these care referrals Not appropriate since no black and white communication for referral Appropriate - Sexually-abused - Battered women - Children in conflict with the law
Referrals	13	Enables in helping clients bear the encountered problems
Referrals from FO, kulang ang mga documents	12	Hindi angkop

Assessment portion: APPROPRIATENESS

REFERRALS

Positive responses from regions NCR, 2, 4, 5, 8 and 13; negative response from Region 12 and mixed review from region 7. Issues include duplication of services with partners and problems in communications.

Resource Augmentation Relief Assistance:	2	angkop dahil ito ang kailangan ng kliyente
Resource augmentation - Program for Stranded - Emergency Assistance	5	Hindi na malalagyan ibang indicators kasi "timeliness" pa lang, di na nami-meet, nagdedepend lang sa available resources ng DSWD
Resource Augmentation AICS/ESA	7	Appropriate
Resource Augmentation Cash assistance:	2	It is appropriate because cash was needed to purchase other needs
Resource Augmentation Disaster relief	10	Okey Angkop ang serbisyo
Resource Augmentation Funds accessing/ Accessing resources	7	Ok Very supportive to our organizations COA-Acctng. Entertains phone consultation We are technically assisted by DSWD Appropriate
Resource Augmentation	4	Enough
Resource Augmentation - Livelihood assistance	13	Base on emerging needs Really answers the needs Appropriate
- Disaster Relief		But it serves the purpose
Resource augmentation Disaster Relief	8	Enough to satisfy needs of disaster victims
Resource Augmentation Scholarship/Educational Assistance	7	No problem
Resource Augmentation SEA-K (Women's Prog)	7	Very appropriate
Resource Augmentation SEA-K:	2	tama siya para sa mga walang hanapbuhay
Resource Augmentation Shelter assistance (CSAP)	2	Appropriate due to the beneficiaries are homeless
Resource Augmentation Shelter assistance (ESA)	2	angkop naman siya dahil nakakatulong naman sa mga tao, mabagal lang
Resource Augmentation Transpo. Assistance	7	Very appropriate to clients
Resource augmentation	4	No funding support for new program
a. AICS		
b. Relief augmentation		
c. Financial assistance		
Resource augmentation	11	Tama lang
Resource augmentation/ access CIDSS program	10	Okey Angkop din ang services CIDSS CIDSS services are appropriate

Assessment portion: APPROPRIATENESS

RESOURCE AUGMENTATION

Positive responses from regions 2, 7, 10 and 11; negative review from Region 5 and mixed review from Region 4. It was also cited that no funding support is provided for new programs.

Technical Assistance	12	Hindi angkop Pinapagawa ang TARA report but walang trainings na natanggap
Technical Assistance	7	Very appropriate
Technical Assistance Residential care program for children, elder, youth and community	4	Believe in DSWD, especially the Social Technology Bureau
Technical Assistance Residential care program for youth and children	NCR	Still appropriate due to the problem of our society due to the strategy being used; lack of fund
Technical Assistance Role as enabler/steerer (NGO point of view as steerer)	10	Very much appropriate Tukma
Technical Assistance Role as enabler/steerer	CAR	Yes appropriate CAR/CO is living its role as enabler/steerer in providing technical assistance in the review of Manual of Operation of their organization. Provided comments inputs to reconcile with the programs of their organization. In general, however, tingin nila more responsive pa yung Office of the City Social Welfare Development Office (OCSWADO) kaysa CAR/DSWD.
Technical assistance	NCR	Some programs and services are just repackaged; measure, evaluate the services implemented to the local level (devolved programs and services)
Technical Assistance	4	Formulate new programs Consultations are repeated Additional services means additional load for the MSWDOs
Technical assistance	5	Angkop/tama
Technical assistance	8	Yes, on the basis of expressed needs of SWC
Technical assistance	9	Angkop ang serbisyo na binibigay nila sa amin dahil sa pamamagitan nito natutulungan rin naming ang aming mga kliyente
Technical assistance	11	appropriate
Technical Assistance	6	Angkop
(TA on the processing of establishment/ construction of DCC including the compliance to standards)		
Adoption		May forum kaya may awareness ang adoptive parents

Assessment portion: APPROPRIATENESS

TECHNICAL ASSISTANCE

Positive reviews from regions NCR, 4, 5, 6, 7, 8, 9, 10 and 11; negative review from region 12 and mixed responses from region CAR. Specific positive remarks made were: work of the Social Technology Bureau is very appreciated and that fora were conducted. The local devolved offices also provided additional services and in one region were deemed more responsive. NCR suggested that DSWD measure and evaluate their programs for it seemed that DSWD merely repackaged them.

Training	10	Okey appropriate Brgy. 35 as recipient of PSCB training on food processing UKP Very much needed
Training	12	Hindi angkop kasi hindi naibibigay ang training Angkop Orientation of ABSNET and Case Management Request for Case Conference
Training	12	Hindi appropriate kasi di naibigay Hindi angkop kasi ang resource person hindi equipped o knowledgeable sa topic
Training	2	nababagay sila para sa aming mga LGU SW; angkop siya dahil sa kailagnan naming iyon INGO)
Training	8	Yes, needs were met
Training	12	Hindi angkop but in fairness to FO XII. In terms sa pagtanggap na trainings, appropriate naman
Training (re: DCS) (re: ECD) ABSNET	6	Angkop, may delegasyon, ituturo ka sa concerned person Angkop Angkop
Training	12	Hindi angkop Walang training on ABSNET
Training - trainor's training on accreditors and the youth offender and disaster preparedness training, PES	4	Face difficulty in implementing new technology particularly the life skills training. Appropriate
Training (CIDSS)	5	Angkop
Training (ECCD)	5	angkop
Training (ECCD, Case Mgt., Family Therapy)	5	Angkop
Training (NFVP, Family Therapy)	5	Very relevant kasi iyon ang pangangailangan; ang target talaga sa family, mag-asawa esp. fathers
Trainings	10	Trainings. Provided to NGO were the ones needed Just enough
Training	11	Appropriate; angkop aksi nagtatanong sila kung anong klaseng training ang kailangan
trainings - Vocational training for PWDs - trng. For RSCWC	7	Appropriate Appropriate Appropriate

Assessment portion: APPROPRIATENESS

TRAININGS

Positive responses from regions 2, 4, 5, 6, 7, 8, 10, and 11; mixed response from Region 12.
Issues raised: negative response because no training was conducted; there was a case
where the resource persons was not knowledgeable. In one region, the training was
appreciated but they had difficulty in practicing/implementing what they have learned.

Assessment portion: QUALITY

QUALITY		
CIDDS	8	In Brgy Bongndo Julita, Leyte community as a whole benefits of DSWD is continually a great a help to the baranggay
CIDSS KALAHI	NCR	Lack of IEC materials; needs improvement of design and quality; no publication of newsletter
CIDSS/ECD Programs	7	Very good except too many requirements to comply prior to release of funding
CIDSS (KALAHI, ECCD) Positive responses from regions 7 and 8. NCR cited lack of IEC materials whereas region 7 cited too many requirements as a negative side.		
Coordination and communication	7	Excellent; emphasize process of partnership
Coordination and communication	7	Lack of analysis as to the data given
COORDINATION AND COMMUNICATION Region 7 cites that coordination is well done and DSWD emphasizes partnership except that data provided lacks analysis.		
Licensing and Accreditation	6	Staff accommodating, cheerful, hospitable but depende sa panahon Okey
Licensing and accreditation	8	Guided of complying to standards and completion of the required documents
Licensing and accreditation	4	Kulang ng manpower Only one person is conducting monitoring for the LGU
Licensing and accreditation	13	
Others		Parang subordinate kami pag magpa-follow-up Weapon naming ito, bawal ang nakasimangot
Licensing of foster families	2	Maganda kung marami po ang available na Foster Families so that anytime that a child needs Foster Families, placement can be easily done.
Licensing of institutions	2	Hindi masyado dahil sa bagal ng pag-process ng application
Licensing, Accreditation	5	Okey naman lahat
Licensing, Accreditation	2	Maganda na rin po ang kalidad ng serbisyo dahil natutugunan naman ang mga pangangailangan namin
Licensing/Accreditation	7	Walang hassle ang services thru the regional office (SB) very good, standardized services
Licensing/Accreditation	10	Service is quality. Qty. Ang services provided. They are also visited by worker, working close hand in hand with DSWD Low qty. Technical supervision
Gawad Kalinga DCC		Low star rating ang CDO DCC/DCW as compared to other regions

Assessment portion: QUALITY

Licensing/accreditation of DCC	5	Stressful sa DCC workers especially those in upland area
Licensing/accreditation	9	Maganda ang kalidad ng serbisyong ito sa amin, ang mga SW ay napaka-approachable at talagang tinutulungan kami
Licensing/accreditation	11	okey
Licensing/standards	CAR	Child/Parent counseled by SW was told that "kung anong puno siyang bunga". Parent/Child did not come back. Had looked for another counselor outside of DSWD. Staff of CAR kulang sa counseling knowledge.
LICENSING/ACCREDITATION/PERMITS Positive responses from regions 5,6,7, 9 and 11; negative responses from regions CAR,2,4 and 13; mixed review from region 10. One participant from region 13 cited that s/he felt treated like a subordinate. For Region 4, lack of staffing was raised as a cause.		
Referral	5	Okey
Referral	12	Walang proper feedbacking
Referral	NCR	Inform the LGU once the programs and services are cut-off by the DSWD; enough fund allocation; lack of support from the LGU; need for adoption of new approaches; resource generation must be locally and internationally
Referral Residential care for children and youth:	NCR	Access to internet; continue communication
Referral Residential care program for children, elder, youth and community	4	PSWDO/MSWDO - same treatment with the DSWD. Administrative Order on staffing pattern maganda para sa LGU.
Referral for Food Stuff Donation	7	Hindi maganda; DSWD RO 7 is asking them for BFAD that caused the delay
referrals	7	
- Male children - Senior Citizens - Mental Vagrants		Not good because of the refusal to accept referral cases
- Sexually-abused - Battered women - Children in conflict with the law		There were minor shortcomings because of the attitudes of the assigned social workers, nareresolve agad; depends person's ability attitude on handling difficult cases We should improve our management handling of abused children. (Multi-approach in handling cases)
		With counseling and good institutional food Good cares are well attended at center-based Care is facilitated
Referrals	8	MSWDO hindi mag-access on Federation of Women
Referrals	8	Effective, service facilitated immediate response to needs
Referrals from FO, kulang ang mga documents	12	Kulang ang mga requirements na sinasubmit ng FO, sila pa ang gumagawa

Assessment portion: QUALITY

Referrals to; Home for Girls	10	
CIU		Referrals to CIU = Center Head is strict, maldita, clients are not treated well, na-hurt ang client. A Brgy. Chairman who accompanied a child for referral to CIU frustrated siya because they were not properly entertained.
RSCC		CIU/RSCC arrogant worker
Haven		

REFERRALS

Positive responses from regions 5 and 8; negative responses from regions 4,7,10 and 12. Issues cited: no proper provision of feedback; does not provide timely communication/information and arrogant staff in CIU, RSCC and Haven. Suggestions were also made: continue communications through emails and an administrative order should be issued regarding the staffing pattern of local Social Development Offices; both local and international resources should be accessed.

Resource Augmentation Relief assistance	2	Tama lang sa kailangan namin
Resource Augmentation AICS/ESA	7	Very good
Resource Augmentation Cash assistance	2	It is one way of comforting them and for their speedy rehabilitation
Resource Augmentation Disaster relief	10	Maganda ang kalidad ng service there is also proper feed backing
Resource Augmentation	7	Excellent/very good. If there is still higher score than excellent then we will choose it
Funds Accessing/ Accessing Resources		Fund management magaling; excellent ang partnership between NGO and DSWD Ok Very good; accessible services At least they give us TA though not attended immediately due to unavailability of staff
Resource augmentation	5	Hindi na malalagyan ibang indicators kasi iyong "timeliness" pa lang, din a nami-meet, nagdedepend lang sa available resources ng DSWD
Resource Augmentation - disaster relief	8	Sufficient and effective in the distribution of goods
Resource Augmentation	13	Steering, sur best what is the problem of the client
Resource Augmentation Scholarship Education/ Educational Assistance	7	Best service
Resource Augmentation SEA-K (women's Prog)	7	Very good
Resource Augmentation SEA-K:	2	Ok naman dahil kumikita naman ang mga beneficiaries kahit may ilan na nalugi
Resource Augmentation Shelter assistance (CSAP)	2	Ok na siya kahit maliit lang dahil hindi naman siya madaling masira ng bagyo

Assessment portion: QUALITY

Resource Augmentation Shelter assistance (ESA)	2	Maganda ang serbisyo pero kailangan ang karagdagan na pondo
Resource Augmentation Transpo. Assistance	7	Very good. Even devolved DSWD is given incentives
Resource Augmentation	11	Okey lang, di pa bulok ang binibigay; may stockpile
Resource augmentation/ access CIDSS program	10	Maganda ang services ng CIDSS worker sa area High qlty. Ang serbisyo

RESOURCE AUGMENTATION

Positive responses from regions 2,7,8,10 and 11.

Technical Assistance Orientation of ABSNET and Case Management	12	Resource oerson cannot fully discuss the topic Okey naman
Request for Case Conference		
Technical Assistance Program for PWDs	12	Kulang materials Resource person cannot fully discuss the topic
Technical Assistance Role as enabler/steerer	10	Speakers are knowledgeable Techniques needs to be revived and modernized Okey ang technical persons, available all the time
(NGO point of view as steerer)		
Technical Assistance	NCR	Need to update the existing services and programs
Technical Assistance	4	maganda, monitor kulang Quickly
Technical assistance	8	Results of consultation and training staff with Local SWOs/ partners are effectively use to clients
Technical assistance	5	May kasama sa misyon, may strong partnership
Technical assistance	9	Yes, dahil napapaunlad naming ang ibat ibang kakayahang potensyal ng aming mga kliyente
Technical assistance	11	okey
Technical Assistance	6	Okey Tinulungan kami hanggang construction of DCC until staffing
(TA on the processing of establishment/instruction of DCC including the compliance to standards)		
Adoption		ok

TECHNICAL ASSISTANCE

Positive responses from regions 4, 5, 8, 9 and 11; mixed responses from regions 10 and 12. Issues include: lack of materials and monitoring not done regularly. Two regions gave opposite comments about the resource persons: very positive from region 10 whereas region 12 gave negative. Regions NCR and 10 suggested that the techniques, programs and services need to be updated or modernized.

Training	12	Needs improvement in terms of skills trainors Okey iyong substance Focused on special projects Kulang ang tao (bagong lipat ang regional office)
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Assessment portion: QUALITY

Training Practical Skill Development	7	Job placement will be facilitated by DSWD
Training	2	Hakos lahat magaganda dahil para naman ito sa mga kliyente natin
Training	8	Yes, formulated and submitted re-entry plans to FO after the conduct of training
Training	12	Needs improvement in terms of skills trainors Okey iyong substance
Training (re:DCS) (re:ECD) ABSNET	6	Okey lang but minsan, nagkakaroon din ng problem (eg. nadelay ang release ng incentive kasi naka-on-leave ang Director) Ok Ok
Training (ECCD, Case Mgt., Family Therapy)	5	Nakafocused kaya masasabing may impact
Training (NFVP, Family Therapy)	5	Very supportive ang staff ng DSWD Syempre maganda ang result/impact sa mga client
Training (NFVP, Family Training)	5	Maganda kasi nakatutok sa isang barangay kasi pilot area
Trainings Brgy. 35 as recipients of PSCB training on food processing UKP	10	Okey The speakers are knowledgeable but some data are old.
Trainings	7	Attendance to trainings Job placement is provided to them
- Vocational training for PWDs		
- trng. For RSCWC		Good quality
Trainings	10	Lacking handouts. Very relevant for qlty. Services provision. DCS trng. Low quality. DSWD did not provide expected resource persons.
Training	11	okey
Trainings	13	Quality service; give their best; great interaction with trainors; respectful staff Facilitators not qualified sometimes

TRAININGS

Positive responses from 2,5, 8 and 11; negative response from region 12 and mixed reviews from regions 6 and 10. Issues were: skills of trainor and facilitators need improvement; data used need to be updated; handout lacking; DCS training specifically mentioned as poor quality and promised resource persons were not provided by DSWD.

Assessment portion: QUALITY

Assessment portion: FACILITIES

FACILITIES		
Licensing and Accreditation	6	Strategic ang location; malapit sa city Ok lang.
Licensing and Accreditation	8	RSCC as a facility for students of Care Giver Course
Licensing/accreditation of DCC	5	Maayos
Licensing and Accreditation	5	Okey naman lahat
Licensing and Accreditation	9	Malinis at maayos ang pasilidad
Licensing of institutions	2	Kulang ng manpower

LICENSING/ACCREDITATION/PERMITS
Positive responses from regions 5, 6, 8 and 9

Referral	5	Okey
Referral	12	Okey lang
Referrals	7	No facilities to accept minors above 2 years old.
- Male children - Senior Citizens - Mental Vagrants		
- Sexually-abuse - Battered women - children in conflict with the law		
Referrals	8	Facilities at CIU accessible, clean, sufficient & orderly
Referrals	NCR	Difficult to access the services of the centers; uncooperative staff; 1/3 of the cost rendered by the client are shouldered by the LGU; Golden Acres and RSCC are difficult to refer a client.
Residential care for children and youth:		
Referrals	4	Staff complement Situating near the island provinces Clean, in order, hindi sapat ang kagamitan, dapat dagdagan. Kulang ang facilities - residential care. Regional Office - mainit at hindi conducive. Accessible ang lokasyon.
Residential care program for children, elder, youth and community		
Referrals from FO, kulang ang documents	12	Okey lang
Referrals to: House for Girls	10	
CIU RSCC Haven		Centers are understaff Malinis. Lacking recreational facilities.

REFERRALS

Positive responses from regions 5, 8 and 12; negative responses from regions NCR and 4; mixed responses from region 10. Issues raised: (reg. 7) no facilities for minors above 2 years old; (NCR) difficult to refer to RSCC and Golden Acres; lack of recreational facilities.

Assessment portion: FACILITIES

Resource Augmentation Cash assistance	2	Inaasikaso ng mabuti at tinutulungan sa pagpalit ng tseke
Resource Augmentation Disaster relief	10	Okey ang facilities
Resource Augmentation Legal assistance	4	Walang matinong sasakyan para sa pagtransport sa kliyente para umatend sa hearing.
Resource augmentation - disaster relief	8	Temporary shelter are provided
Resource augmentation - Program for Strandeers - Emergency Assistance	5	Hindi na malalagyan ibang indicators kasi iyong "timeliness" pa lang, din a nami-meet, nagdedepend lang sa available resources ng DSWD
Resource augmentation SEA-K (Women's Prog)	7	Participate in preparation of documents and identifying recipients
Resource augmentation Shelter assistance (CSAP)	2	The location is convenient to their livelihood. The road needs improvement and lack of electricity

RESOURCE AUGMENTATION

Positive responses from regions 2 and 10; negative responses from regions 4 and 8. Issues: involvement of the partners in the identification of beneficiaries/recipients. It was also commented that location of shelter is near livelihood source.

Technical Assistance Orientation of ABSNET and Case Management	12	Okey lang
Request for Case Conference		Okey
Technical Assistance	12	Okey lang, naglagay sila ng satellite
Technical Assistance Program for PWDs	12	Okey, masarap pagkain, alaga ang participants
Technical Assistance	4	Conduct and facilitate meetings and help the people's organization to be registered
Technical assistance	5	Maayos
Technical assistance	8	Provided reading materials & other informative updates of policies/regulations
Technical assistance	9	Lahat ng mga pasilidad ay maayos at malinis
Technical assistance	11	okey
Technical Assistance	6	okey
(AT on the processing of establishment/ construction of DCC including the compliance to standards		

TECHNICAL ASSISTANCE

Positive responses from regions 5, 6, 9, 11 and 12. (Reg 4) It was suggested that POs should be assisted to be able to register with DSWD and that reading and other informative materials be provided.

Assessment portion: FACILITIES

Training Brgy. 35 as recipients of PSCB training on food processing	10	okey
UKP		
Training	2	Ok naman siya
Training	8	Accessible & conducive for learning/training
Training (re:DCS) (re:ECD) ABSNET	6	Maraming table Masikip Ok lang May varied hosting (location setting)
Training	12	Okey lang
Training (NFVP, Family Therapy)	5	Maayos
Trainings - Vocational training for PWDs - trng. For RSCWC	7	
Training	11	Training venues are very conducive, satisfactory Kumpleto, malapt; mainit ang dorm where participants stay okey pinapagamit ang venue ng libre training venue ay maingay kasi katabi ng kalsada ang school okey
Trainings	10	Manuals were not given immediately. Manuals need to be updated.

TRAINING

Positive responses from regions 2,5,7,8,10 and 12; mixed response from regions 6 and 11. Again lack of updated manuals or reference materials was mentioned.

Assessment portion: PARTICIPATION

PARTICIPATION

CIDSS/ECD Programs	7	With a MOA/consultation and discussion both DSWD, barangay, provincial and national; consultation from bottom to top
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CIDDs

From region 7, consultation was done from top to bottom involving all stakeholders.

Coordination and Communication	7	With discussion in all levels with assessment/evaluation of applicants/site validation visits and give recommendations
Coordination and Communication Access to data/Provision of Data	7	Consult discussion, meetings, consultation

COORDINATION AND COMMUNICATION

Region 7 affirmed that the program was participatory.

Referral	7	
- Male children - Senior Citizens - Mental vagrants		Planning together, this serves both ways
- Sexually-abused - Battered women - Children in conflict with the law		Assessment for need of shelter Provision of initial assessment

REFERRALS

Positive response from Region 7.

Licensing and Accreditation	6	Mayroong monthly meeting ng ABSNET sa Bacolod at Panay
Licensing and Accreditation	8	- report submission - dialogues/consultation (in ABSNET fora)
Licensing/standards	CAR	CIU/Crisis Rape Center not conducive to cases of child rape. Walang privacy, walang confidentiality dahil open and office room. Walang cubicle for counselling. Gender responsive dapat ang office/room. Investigation/counselling should be discreet to protect dignity.
Licensing and	13	I just want to make clear that we are here (NGOs) to serve the needy and not to compete with LGUs. We should be hand-in-hand serve the poor and the needy clients
Others		
Licensing and accreditation	4	Nagkaroon ng konsultasyon.
Licensing of foster families	2	We refer to FO those interested families to foster for their licensing
Licensing of institutions	2	Kinukonsulta kami
Licensing, Accreditation Travel Clearance	4	Walang konsultasyon na nangyari sa pamamagitan ng DSWD at saka kliyente.

Assessment portion: PARTICIPATION

Licensing, Accreditation Adoption	2	Attending matching conferences regularly
Licensing/Accreditation	7	Assessment, accreditation tools submitted
Licensing/Accreditation	9	Ginagawa naming ang mga requirem, ents para sa completion
Licensing/Accreditation Gawad Kalinga DCC	10	There is coordination bet. National & LGU.

LICENSING/ACCREDITATION/PERMITS

Generally, there was consultation (regions 2,4,6,7,10)

Note: CAR comments re counselling/investigation room will be included in FACILITIES

Referral	8	- critical stress debriefing - counselling/consultation
Referral for Food Stuff Donation	7	Irrelevant, foods were almost to expire

REFERRALS

Resource Augmentation AICS/ESA	7	Through the provision of supporting documents
Resource Augmentation Cash assistance	2	Decide on what kind or purpose of the assistance given
Resource Augmentation Funds Accessing/Accessing Resources	7	We prepared the necessary documents and the liquidation With consultation and discussion especially in decision making Provision of documents and supporting papers Pag-provide ng supporting documents
Resource Augmentation Relief Assistance	2	Identification of beneficiaries
Resource Augmentation Residential care program for children, elder, youth and community	4	Binigyan ng karapatan na sumali sa pagplano ng programa.
Resource augmentation - Program for Strandless - Emergency Assistance	5	Hindi na malalagyan ibang indicators kasi iyong "timeliness" pa lang, di na nami-meet, nagdedepend lang sa available resources ng DSWD
Resource Augmentation	13	Participation in activities MOA with DSWD Attend meetings on line program Participate in every sectoral meetings

Assessment portion: PARTICIPATION

- Livelihood Assistance		Prepared support documents for mayors, among magagawa naming para masolusyonan ang problema
- Disaster Relief		
Resource augmentation - disaster relief	8	- critical stress debriefing - counselling
Resource augmentation SEA-K:	2	Kami ang nagdecide kung ano ang gustong hanapbuhay
Resource augmentation Shelter assistance (CSAP)	2	Consulted on the design of the house. Involved in the construction and development of the house
Resource augmentation Shelter assistance (ESA)	2	Napag-usapan naman
Resource augmentation and access	5	There should be a counterpart from FO in terms of fund/ resources especially in conducting trainings
Resource augmentation/access CIDSS program	10	Malaki ang participation ng Brgy. 35 and DSWD

RESOURCE AUGMENTATION

General response was positive (regions 2,4,5,7,8,10 and 13)

Technical Assistance Orientation of ABSNET and Case Management	12	May consultation at communication
Request for Case Conference		
Technical Assistance Practical Skill Development	7	Preparation of documents and list of trainees
Technical Assistance Program for PWDs	12	May consultation at communication
Technical Assistance Role as enable/steerer	CAR	DSWD usually consults them.
Technical Assistance Role as enable/steerer	8	Conduct of FGD - consultation dialogue
Technical Assistance Role as enabler/steerer (NGO point of view as steerer)	10	There is coordination between National and LGU.
Technical Assistance	8	- consultation/dialogues - orientation/open forum - workshop seminar
Technical Assistance	9	Kami ay nagkakaroon ng partisipasyon sa pagbibigay ng mga impormasyon, decision-making at nagkakaroon kami ng konsultasyon sa DSWD kung paano naming mapa-unlad ang operasyon ng aming ahensya.
Technical Assistance		

Assessment portion: PARTICIPATION

Adoption		May adoption forum wherein DSWD representatives and lawyers who handle the adoption case meet
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TECHNICAL ASSISTANCE

Consultation/dialogues were generally conducted in the regions (CAR,6,7,8,10,11 and 12).

Training	2	Actively involved during the training
Training	12	Pinag-uusapan naman
Training	8	- consultation & workshops - open forum/dialogue
Training (re: DCS) (re: ECD) ABSNET	6	Ang Federation of DCW, may quarterly meetings while and DCW, may monthly meeting FO required local intermediaries to submit TNA May monthly meeting wherein may sharing about ABSNET, kung ano iyong maganda sa ibang NGOs, naibabahagi para iyong iba, makakuha ng learnings
Training	6	Municipality of Leganes, may initiative sila
Training (NFVP, Family Therapy)	5	Siyempre may partisipasyon kasi kung ano needs ng client, iyon ang ibinibigay na serbisyo
Trainings - Vocational training for PWDs - Training for RSCWC	7	Preparation of documents Members are involve in planning
Training	11	Nakakapagparticipate kasi feeling naming DSWD pa rin kami Okey, may participation Interactive ang participation Invited sila as participants
Trainings	10	Okey There was proper coordination prior to conduct of training
Trainings	13	Communications responded

TRAINING

Generally, consultations were held (regions 2,5,6,7,8,10,11 and 13) and that there was participation in the choice of the training module and the actual conduct of the training workshop.

Assessment portion: COST

COST		
Coordination and communication ABSNET - Partnership building	7	Not expensive; mura lang Reasonable ang token fee
COORDINATION AND COMMUNICATION Region 7 gave positive response.		
Licensing and Accreditation	6	OK lang kasi lifetime naman
Licensing and Accreditation	12	Okey lang
Direct na nag-apply sa CO (Note: In fairness to FO, monitoring of licensing and accreditation is being done by CO)		
Licensing and Accreditation	5	Okey naman lahat
Licensing and Accreditation	2	For adoptive applicants lahat ng gastos (legal at publication) ay medyo mahal. Dahil dito kaya nawala ang interest ng couple to adopt.
Licensing and accreditation	4	The P1,000 fee for licensing and accreditation is fair enough and for lifetime which is very okey. May mga NGOs daw na cannot afford, dapat may categories ang payment International NGOs - dapat medyo malaki.
Licensing and Accreditation	13	If we could lower fee much better
Others		Kailangan pa bang bayaran ang cards? (MTA)
Licensing and Accreditation	NCR	Reasonable
Licensing and accreditation	8	Affiliation fee of Php 500 inexpensive for student trainee
Licensing of institutions	2	Kaya naman ng NGO
Licensing, Accreditation, Travel clearance	NCR	Need information on the rate for local adoption and legal guardianship
Licensing, Accreditation, Travel clearance	4	Travel clearance cost for P300 which is cheaper for the applicants.
Licensing/Accreditation	7	Reasonable
Licensing/Accreditation		Mura lang
Licensing/Accreditation Gawed Kailaga DCC	10	Attainable ang singil ng licensing
Licensing/accreditation	11	okey
Licensing/accreditation of DCC	5	Minimal, reasonable/just ang singil sa licensing
Licensing/accreditation	9	Sa accreditation, risonable para sa amin ang binabayad naming halaga

Assessment portion: COST

Licensing/standards	CAR	Licensing fee of P1,000.00 masyadong mahal kaya maraming NGOs, member ng NGO ang hindi malicense dahil financially hard-up. These NGOs nag-operate na lang on their own without a license. Out of 184 NGOs, 53 lang ang license.
		Solicitation permit mahal din. Yung 3 months duration masyadong maikli. Sana pahabain.

LICENSING/ACCREDITATION/PERMITS

Participants from regions NCR, 5, 6, 7, 9, 10, 11 and 12 regarded the fees reasonable. CAR participant found the licensing fee for NGOs too high, the same with the solicitation permit. Participant also suggested that the solicitation period be longer. Region 13 participant requested that fees be lowered. FGD in Region 2 also suggested lowering the cost for adoptive parents. Participants from regions NCR, 4, and 8 suggested that the fees be increased, specifically travel clearance and affiliation fee for student trainees. Region 4 participant proposed that graduated or categorized fees be used. It was also proposed that rates should be publicized (adoption)

Referral	5	Okey lang ang binabayad
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REFERRAL

One positive response from region 5.

Resource Augmentation Funds Accessing/ Accessing Resources	7	Reasonable Very low, mura lang Reasonable Very reasonable
Resource augmentation - Program for Strandeers - Emergency Assistance	5	Hindi na malalagyan ibang indicators kasi iyong "timeliness" pa lang, dina nami-meet, nagdedepend lang sa available resources ng DSWD

RESOURCE AUGMENTATION

One positive response from region 7.

Technical Assistance	NCR	Circular for rate of social worker in conducting social case management
Technical Assistance	6	Walang bayad, lawyers lang ang nagpapabayad
Technical Assistance	8	Cost reasonable
Technical Assistance	9	Risonable naman para sa amin at minsan counterpart lang ang hinihingi nila sa amin
Technical Assistance	11	Okey, walang bayad

TECHNICAL ASSISTANCE

Positive responses from region 6, 8, 10 and 11. A participant from NCR proposed that circulars be issued on the rate of social workers in doing case management.

Training Brgy. 35 as recipient of FSCB training on food processing	10	Affordable/reasonable
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Assessment portion: COST

UKP		
Training	12	Mas okey sa FO XII kasi walang counterpart ang LGUs unlike FO XI na mayroon
Training	8	Affordable and reasonable
Training (ECDD)	5	LGUs expect counterpart (resource augmentation) from DSWD
Training (NFVP, Family Therapy)	5	LGUs expect counterpart (resource augmentation) from DSWD. It was suggested that instead of asking if reasonable ba ang singil, "nagkukulang ba kayo sa pondo sa training on your own?" Most appropriate sa licensing
Training (NFVP, Family Therapy)	5	Problem naming is the cost of training
Training	11	Okey lang ang registration fee Okey kasi walang bayad Walang bayad
Trainings	10	Cost sharing is reasonable.

TRAINING

Participants from Region 5, 8, 10 and 11 found the cost sharing arrangement reasonable. Two issues surfaced: inconsistent application of policy (others with counterpart, others none) and that the question should have been whether they have the resources to conduct the training on their own.

Assessment portion: RELEVANCE

RELEVANCE		
CIDSS KALAH-	NCR	IEC materials is lacking and no regular production
CIDSS/ECD Programs	7	Very relevant
CIDSS/ECD Programs Day Care Services	4	Subsidized the day care worker - providing incentives to DCWs
CIDSS: KALAH-	NCR	Most effective program
CIDSS (KALAH-ECCD) Regions NCR and 7 participants regarded this program as very relevant; NCR though noted that IEC materials were lacking.		
Coordination and communication ABSNET	7	Very relevant It helps NGOs and DSWD develop networking linkages in effective delivery of service
Coordination and communication Access to data/provision of data	7	Very relevant as far as NEDA is concerned
COORDINATION AND COMMUNICATION Region 7 participants regarded the ABSNET program and the data provided as relevant.		
General	NCR	Oo naman
GENERAL NCR participants viewed the general programs and services of DSWD as relevant.		
Licensing and accreditation	13	Very relevant, we could not operate without a license
Licensing and Accreditation	6	Absolutely important because standardized
Licensing and accreditation	8	Encourage other NGOs to be licensed too
Licensing of foster families	2	Dapat, dahil para malegalize ang pagiging foster parents nila
Licensing of institutions	2	Kailangan siya para hindi maabuso
Licensing, Accreditation	5	Okey naman lahat
Licensing Accreditation Adoption (permanent)	2	Dapat lang
Licensing/Accreditation	7	Very necessary sa mga NGOs napaka relevance since all NGOs must be accredited by DSWD. Mandate ng DSWD to regulate
Licensing/Accreditation	10	Very relevant The standard policy on 6 mos. Length of stay of client in center Nahihirapan ang NGO pag-reintegrate ng client sa community. Specially for incest, sexually abused. But they are always being assisted by DSWD On the other hand, if the client ay rehab na, but the readiness of the family is not yet attained.
Gawad kalinga		
DCC		DCC accreditations relevance dahil magigising ang DCW to improve DCC & DCW Ma-improve ang DCW in dealing with child

Assessment portion: RELEVANCE

		Nakakaboast ng DCW morale.
Licensing/accreditation	12	
Direct na nag-aaply sa CO (Note: In fairness to FO, monitoring of licensing and accreditation is being done by CO)		Mas okey lang
Licensing/accreditation	11	mahalaga
Licensing/accreditation	9	May saysay ito para sa amin sa patuloy na operasyon ng aming organisasyon
Licensing/accreditation of DCC	5	Relevant
LICENSING/ACCREDITATION/PERMITS All regions regarded this service as relevant. For them this was a way of maintaining or ensuring that certain standards were followed.		
Referral	5	Malaking tulong lalo na pag dumadaan sa Bureau of Customs. Pag andyan ang DSWD, no further inspection
Referral Residential care program for children, elder, youth and community	4	OO, may saysay sya.
Referral for Food	7	Non relevant almost expire the foods
Referral:	8	Very effective
Referral:	NCR	Tulong-aral ng Petron is the most effective program
Referrals - Male children - Senior Citizens - Mental Vagrants - Sexually-abused - Battered women - Children in conflict with the law	7	Service is relevant for shelter of minor males Very relevant. Care is well attended at center-based.
REFERRALS Positive responses from regions NCR, 4,5,7 and 8. One participant though mentioned that food obtained from referral was already expired.		
Resource Augmentation Relief assistance	2	Nakakatulong siya lalo na sa paunang pangangailangan
Resource Augmentation AICS/ESA	7	Malaki ang naitulong sa mga tao
Resource Augmentation Cash assistance	2	Nakakatulong siya para sa panandaliang pangangailangan
Resource Augmentation Funds Accessing/ Accessing Resources	7	Do help in the operations Definitely relevant Yes difinitely, with internal limitations like budget

Assessment portion: RELEVANCE

		Greatly help in the operation
		Very relevant since we cannot operate without the license.
		Very relevant
Resource Augmentation Scholarship/Educational Assistance	7	Very relevant to their college education/center-based beneficiaries
Resource Augmentation SEA-K (Women's Prog)	7	Relevant
Resource Augmentation SEA-K	2	Nakatulong siya sa mga pamilya na walang income
Resource Augmentation Shelter assistance (CSAP)	2	Nakakatulong siya dahil kailangan nila ng matitirhan
Resource Augmentation Shelter assistance (ESA)	2	Kailangan siya
Resource Augmentation Transpo. Assistance	7	Very relevant, augment from LGUs
Resource augmentation/access CIDSS program	10	Relevant ang CIDSS services. CIDSS time frame is short.
Resource augmentation- a. AICS b. Relief augmentation c. Financial assistance	4	provided children's hour and availed scholarship grant in Japan
Resource augmentation - disaster relief	8	Data generation on basis of assessment

RESOURCE AUGMENTATION

Positive responses from regions 2, 4, 7, 8 and 10.

Technical Assistance Orientation of ABSNET and Case Management	12	Kahit kulang, ginagawa nila ang best nila para matugunan ang pangangailangan
Request for Case Conference		
Technical Assistance Practical Skill Development	7	Very relevant in the skills development
Technical Assistance Program for PWDs	12	Kahit kulang, ginagawa nila ang best nila para matugunan ang pangangailangan
Technical Assistance Role as enabler/steerer	10	Very important
(NGO point of view as steerer)		
Technical Assistance Role as enabler/steerer	8	Sent out, guidelines to LGUs, POs & NGOs on programs and policy updates.
Technical Assistance Role as enabler/steerer	CAR	Relevant naman ang programs and services ng DSWD but the issues and concerns should be addressed.

Assessment portion: RELEVANCE

Technical Assistance	5	Nabigyan sila ng guidance at na-facilitate ang pangangailangan. May compliance sa requirements kasi may assistance from DSWD
Technical Assistance	8	KAS improved (SWD workers)
Technical Assistance	9	Ang lahat na serbisyo na ibinigay nila sa amin ay makabuluhan
Technical Assistance	11	Mahalaga kasi as a new social worker, nakakatulong talaga
Technical Assistance	6	Very relevant
(TA on the processing of establishment/ construction of DCC including the compliance to standards)		
TECHNICAL ASSISTANCE Positive responses from regions CAR,5,6,7,8,9,10,11 and 12. Region 1 noted that TA was relevant but that issues and problems needed to be addressed.		
Training Brgy. 35 as recipient of PSCB training on food processing	10	Skills learned in PSCB ay nakatulong sa livelihood ng family
UKP Training	12	Mayroon saysay but may mas importante na training na dapat i-consider pa
Training (re: DCS)	6	May saysay naman
Training (re: ECD)		May saysay
ABSNET		May saysay
Training (NFVP, Family Therapy)	5	May impact sa participants
Training (NFVP, Family Therapy)	5	Very relevant
Trainings	7	Relevant to program growth
-Vocational training for PWDs		
-Training For RSCWC		Very relevant
Trainings	8	Enriching
Trainings	2	Importante ito para sa amin upang matutunan ang mga proseso
Trainings	10	Very important. Very much needed to improve skills of service provider.
Training	11	Mahalaga kasi kailangan talaga ang training Mahalagang mahalaga sa amin Need talaga ang training kasi magkaiba ang guidelines ng NGOs at LGUs in terms of preparation of case study

Assessment portion: RELEVANCE

		Mahalaga kasi kailangan sila ay ma-train, identify ang kanilang kakulangan
Trainings	13	Very relevant

TRAINING

Positive responses from regions 2,5,6,7,8,10,11,12 and 13. It was raised in Region 12 that although the training program was relevant, there were still other training (topisc?) that should be considered.

APPENDIX B

WORKSHOP 2 RESULTS ISSUES AND PROBLEMS

Issues and Problems that need to be addressed

THEMES	REG	STATEMENT
Access to programs and services	5	Only 5 th and 6 th class municipalities are the priority areas when providing programs/services
access and timeliness	13	Politicians referral nasaksyunan agad, pag M/C/P di naaaksyunan
Access	1	Politicians referral naaksyunan kaagad, pag M/C/P di naaaksyunan
Access	1	Bakit kailangan humingi ng disaster relief sa DSWD kung malaki naman ang pork barrel ng Congressman
access and timeliness	13	Pagdisaster kahit walang report of affected victims of disaster naibibigay agad sa LCEs

ACCESS TO PROGRAMS AND SERVICES

- Refers to how programs and services are actually delivered. Includes issues of fairness and political influences. There is a perception that cases and request made by politicians have better access.

Evaluation process	5	Bakit sila lang ang tinatawag sa FGD. Limited respondents
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THIS EVALUATION PROCESS

One participant questioned why they were the only ones included in the evaluation process

Facilities	CAR	CIU/Crisis Rape Center is not conducive esp. to attend to cases of child rape
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FACILITIES

CIU/Crisis Rape Center is not conducive esp. to attend to cases of child rape

Follow through AHON-Bayan Program	13	Insufficient follow-through on AHON-Bayan Program.
Follow through Licensing/standards	12	There are no regular schedule of meetings relative to organization and operationalization of ABSNET No updates on ABSNET Hindi implemented sa ibaba Need ba Social Workers ang mag-head ng ABSNET?
Follow through RCWDP	13	Inconsistent follow-through on RCWDP.
Follow through Referral re: Badjaos & Aetas	11	Nagpapasahan (P/C/M) SWOs sa pagrespond, nagagalit ang FO, ayaw tanggapin, food ass. lang ang naibigay, papaano maibabalik sa kanilang pinanggalingan

FOLLOW THROUGH (AHON-Bayan, ABSNET, RCWDP)

- Inconsistent
- Weak
- Does not cascade down to the frontliners

Coordination	7	Inadequate provision of data users like NEDA
Coordination and Communication	12	Relative to subsidy, hindi sila makapagsabi sa foster parents magkano talaga at kung kailan ibibigay
Coordination	23	Request of report on TARA is too late na.
Coordination and communication	5	No formal orientation on Solo Parent Act pero hinihingan na sila ng report. Maraming inquiry at gustong mag-apply but they are not in the position to interpret the law

Issues and Problems that need to be addressed

Coordination and Communication	10	Name of persons invited by phone for training not included in the written communication (conflict). There was only 1 speaker for the DCS 5 day training last year 2003. Invitations to trainings/seminars are delayed.
Coordination and communication	5	There is a schedule training in the LGU but the resource person from the FO cannot come. Cancellation was done 1 day before the conduct of the training. It was followed up 1 week before, okay pa, but ng tumawag ang LGU 1 day before they were informed that the resource person cannot attend to the training no other resource person is available. This became a problem on the part of LGU kasi nasabihan na mga participants and catering services.
Coordination and communication	5	Relative to training abroad, an NGO representative was requested by FO to attend VAW training abroad, however no communication/updates (feedback) from the CO what happened to her application.
Coordination/communication	8	Maintenance and sustenance of links established (after devolution)
Coordination/Communication	13	Delayed transmittal of communication
Coordination/communication	10	DSWD asks/requests reports with no proper form to fill-up.
Coordination/communication	10	Badjao living in the coastal area of Brgy. Puntod which is a disaster prone area. In sending communications, sometimes DSWD send directly to municipalities by passing PSWDO.
Coordination/communication	13	MSWDOs no longer furnish reports to the Provincial Office.
Coordination/communication	13	Misconception of NGO existence from LGUs.
Coordination/communication and advocacy	3	Sa mga newly enacted laws, dapat DSWD ang maginitiate bago NGOs On Mentally Challenged Individuals
Coordination/communication and advocacy	12	May kakulangan pa kasi nag-aadjust pa ang FO
Coordination/communication and advocacy	10	No proper coordination re: the delivery of supplies for the disaster victims.
Coordination and communication CIDSS-KALAH	3	SEA Program and CIDSS Program-medyo mabilis, nabigyan agad ng pansin, baka may available na pondo. Livelihood (CIDSS-KALAH) - San Juan, Samar, Bataan. Nagorganize na ang community, may social preparation na and nasubmit na lahat ng project proposal, last year pa, pero up to now wala pang pondo na narerelease, wala namang kulang sa requirement, di alam ng SW kung ano ang sasabihin sa mga tao kapag nag-iinquire tungkol sa status na
Coordination	11	Social workers of DOJ are not assisting the DSWD social workers in handling court related cases

Issues and Problems that need to be addressed

Coordination and communication	CAR	Mr. Hoover of the SOSCFI wanted to know the status of his application/nomination to Japan Scholarship program scheduled last April 2004 Igorota foundation wanted to know the status of their project proposal presented in the Donr'd Forum in 2002.
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COORDINATION AND COMMUNICATION

Inadequate or non-provision		<ul style="list-style-type: none"> Inadequate provision of data users like NEDA Information of when and how much assistance/subsidy will be given not provided Delay in communicating request for submissions, changes in schedules, seminar schedules, details re participants No proper orientation regarding newly enacted laws (e.g. Solo Parent Act) No feedback on requests, proposal submissions, scholarship/training applications
Systems and procedures		<ul style="list-style-type: none"> No clear system of maintaining established links and networking Reports are requested without attached forms or proposed formats Systems and procedures for communications: DSWD bypass PSWDOs or MSWDOs and likewise. (note: also include in SYSTEMS AND PROCEDURES) Coordination issue pertaining to delivery or relief goods to disaster victims (note: also include in SYSTEM AND PROCEDURES and Political Access) Delays in transmittal of communication
Others		<ul style="list-style-type: none"> Misconception about NGOs (note: include in PARTNERSHIP) Coordination between DOJ and DSWD social workers handling court related cases
Information	13	Awareness of other law (e.g. Solo Parents Welfare Act)
Information	CAR	CAR/Co is no longer furnishing the NGOs of its info kit, new issued memorandum circular, development of its programs and services. Short of IEC campaign.
Information	CAR	DSWD does not provide information on programs projects with corresponding budget which the NGOs can access
Information	1	Lack of awareness of other law (e.g. Solo Parent Welfare Act)
Information	3	Availment of services. Mas alam ng Kliyente, ang LGU hindi pa alam. Clients have heard the info through the media and are inquiring on the availment of the services. LGUs doesn't have the info and refer it to the DSWD Region III and then refer it to the DSWD CO. Co immediately conducted orientation/training on the implementation of the law in coordination with the Regional Office to the LGU. Problema sa Information dissemination

Issues and Problems that need to be addressed

Information Dissemination	3	Sino ba ang dapat magsabi na dapat kami ay magpaaccredit? (Kung di pa nagkaroon ng issue di pa nila malalaman na dapat pala silang magpaaccredit ng facility nila.) 1997-1998 pa sila nag-operate & last 2003 sila nagkaproblema kaya nalaman nila na may dapat pala silang gawin. If an existing facility will not be accredited will the DSWD enforce for its closure? Fees to be paid for the issuance of Solicitation Permit is just fair. Also with the Licensing & Accreditation fees. An Omnibus Guidelines was already issued/disseminated regarding the fees to be collected on this area of concern.
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INFORMATION PROVISION AND DISSEMINATION

- For service providers and partners (LGUs and NGOs): lack of information materials about new laws, policies, programs and services
- Sufficient information on new laws/policies is not provided or delays were experienced (eg Solo Parent Welfare Act)

Monitoring and evaluation DCC accreditation	13	Walang pagbabago
Monitoring and evaluation	2	Hindi pag-visit ng DSWD sa mga center/institution na hinalang ng NGOs. Tumatawag lang sa telepono.
Monitoring and evaluation	13	Kulang sa follow-up, Touch and Go (PES, Effective Parenting, etc. trainings)
Monitoring and evaluation	NCR	No follow-up for the programs being implemented
Monitoring and evaluation	4	No follow-up for the programs being implemented. The program and services being implemented by the DSWD.
Monitoring and evaluation Local SW assessment	10	Local SW assessment on family-poor integration quality.
Monitoring and evaluation	13	Bigyan ng assessment as basis for improvement
Monitoring and evaluation	10	No venue to tackle issues and concerns re: program implementation.

MONITORING AND EVALUATION

- Not regularly done
- Not used to improve existing programs and services
- No regular venue to discuss issues and concerns in program implementation

Partnership	12	Involvement of NGOs in the activity/event
Partnership	13	Relation of MSWD and CSWD to POs and NGOs in terms of partnership and giving services.
Partnership	9	Inadequate data coming from NGOs
Partnership	CAR	Forum/consultation meeting with partners Joint venture between NGO network and CAR NGOs wanted to have a list of experts in the area of social welfare development for their reference The increasing number of sexually abused children in CAR caused congestion in HAVEN

PARTNERSHIPS

- Encourage more partnership between local counterpart and NGOs by conducting regular for a, consultations, common training, providing directories of partners.
- Data exchange not happening or is inadequate

Issues and Problems that need to be addressed

Partnership	12	Involvement of NGOs in the activity/event
Partnership	13	Relation of MSWD and CSWD to POs and NGOs in terms of partnership and giving services.
Partnerships	9	Inadequate data coming from NGOs
Partnerships	CAR	Forum/consultation meeting with partners Joint venture between NGO network and CAR NGOs wanted to have a list of experts in the area of social welfare development for their reference The increasing number of sexually abused children in CAR caused congestion on HAVEN

PARTNERSHIPS

- Encourage more partnership between local counterpart and NGOs by conducting regular for a, consultations, common training, providing directories of partners.
- Data exchange not happening or is inadequate

Program Others	6	Limited funding/facilities for CIU cases. Hindi nila kayang i-accommodate ang mga cases No facilities for these kinds of clients. Hindi puwedeng integrate sa normal clients. No Senior Social Workers in the LGU to handle court related cases.
1. CIU Cases (eg. PWDs and mentally challenged persons)		
2. Devolved Social Workers/Programs/Services		
Program Others	8	For the cases of mental ill persons na naglalakad sa kalye, walang ibang agenices kumukuha kasi wala silang paglagyan. These clients need immediate care and shelter. Di naman puwedeng isama sa ibang clients. Nagiging problema ng DSWD.
Program	13	PES Training lang ba? Dapat may evaluation, work output, impact
Program: Scheduling	13	Non-availability of government social service personnel for weekend service/training/meetings activities
Programs MSWD	13	The Municipal Social Worker Development lacks assisting programs and services for NGOs and POs.
Programs	8	Regular technical assistance on other LGUs particularly on social major problems commonly affecting the majority of the constituents (i.e. street children, psychotic vagrants) which are not capable to attend or address to
Program Lack of Adoptive families	2	Kakulangan ng mga adoptive families in the local level
Program Lack of available wards Referrals	13	Referred cases not accepted due to lack of available wards.
Program Lack of Foster families	2	Kakulangan ng mga available foster families in the region

Issues and Problems that need to be addressed

PROGRAM SPECIFIC ISSUES:

- Lack of adoptive and foster families
- Lack of program and facilities for CIU cases (PWDs and mentally challenged persons)
- Schedule (availability issues)
- Assisting programs of CWDs/MSWDs for NGOs and POs
- Lack of Senior Social Workers for court-related cases

Resource Augmentation and Access	3	Construction of Day Care Center-- 2 to 3 years bago naibigay ang pondo na 150,000.00. Ang LGUs ang nagshoulder ng ibang expenses kagaya ng pagpipinta sa Center at sa iba pang pagsasaayos na ginawa.
Resource Augmentation and Access	1	Augmentation funds para sa mga programs/honorarium ng DCW
Resource limitations Assistance for education and livelihood	4	Lack of assistance for basic needs such as education and livelihood.
Resource limitations Augmentation funds	13	Augmentation funds para sa mga programs/honorarium ng DCW
Resource limitations Educational assistance	4	Kulang sa educational assistance.
Resource limitations Facilities and equipments	4	Budget for the improvement of facilities and equipments.
Resource limitations Financial support	13	Non-compliance to verbal commitment on financial support.
Resource limitations Funding support	13	Funding support from the barangay level cannot even support the honoraria of the DCW
Resource limitations Funds	NCR	Budget for the improvement of facilities and equipments
Resource limitations Government facilities	7	No government facilities to male children, senior citizens and mental vagrants
Resource limitations Manpower/Resources	7	Limited manpower and resources to effectively response to client's problem
Resource limitations	NCR	Lack of assistance for basic needs such as education and livelihood.
Resource limitations	13	Priority projects/programs of the LGU is the infra.
Resource limitations	3	Fire victims in Tabing Ilog, Samal, Bataan (19 families) were affected last March 2004 but the Emergency Shelter Assistance were provided only last July, 2004.
Resource limitations	9	Limited manpower and resources to effectively response to client's problem
Resource limitations	8	Insufficient support during emergency relief assistance (after devolution)

Issues and Problems that need to be addressed

RESOURCE LIMITATIONS

- Livelihood program
- Relief goods and assistance
- Construction and Improvement of facilities (particularly for male children, senior citizens, mentally ill vagrants)
- Educational assistance
- Honoraria for DCWs
- Limited personnel

It has to be noted that the financial capacity of the LGU also is a factor in the non-provision or lack in the above areas. What complicates matters is that resources are expected/promised and these were not delivered.

Social workers Attitudinal problem of the SW	13	Representative pinapadala sa training
Social workers Availability of field workers	2	Availability of field worker at any time in attending to families/ couples applying for license
Social workers Clients feed back	10	RSCC/CIU one worker is arrogant (based from feedback from clients)
Social workers Quality of service	13	Behavior of employees in dealing with clients.
Social workers Quality of service	8	Convictive/judgemental employees (some) of DSWD field office
Social workers	13	Security of tenure ng DCW
Social workers	8	Social worker profession enhancement
Social workers	13	Matagal maipasa ang Magna Carta for SWs
Social workers	1	Attitudinal problem of SW - representative pinadadala sa training
Social workers	1	Security of tenure ng DCW
Social workers	1	Funding support from the barangay level cannot even support the honoraria of the DCW
Social workers	11	Underpaid NGOs social workers
Social workers	13	Position of MSWDOs

SOCIAL WORKER

- Attitudinal issues (complacent, arrogant, unapproachable)
- Security of tenure and the Magna Carta for SWs
- Availability
- Underpaid NGO social workers

Standards Licensing/standard	13	DCW may political color Makita ang gap ng licensed DCW sa new non-licensed DCW
standards Licensing/standards	5	There are a lot of unrecognized/unregistered private pre-school which are not registered/licensed by DepEd and DSWD. Ano ang stand ng DSWD sa mga ganitong kaso? Relative to this, who will be the responsible agency/hindi sila na-orient what is DCS, anong tamang approach, structure at criteria. Given 3 years before mag-apply for licensing, when it comes to children, paano kung di sila magpapa-accredit, mapapabayaan silang maghandle ng mga bata for 3 years. Kung anu-ano lang ang gagawin nila.

Issues and Problems that need to be addressed

standards Marriage counselors/ stress debriefers	10	Unlicensed marriage counselors/stress debriefers. Last accreditation was 2002 - no accreditation until now.
Standards	13	Set standards for organized groups
Standards	13	Non-SW assigned in certain LGUs.
Licensing	1	Licensing standard-DCW may political color
Licensing	1	Makita ang gap ng licensed DCW sa new non-licensed DCW
Accreditation of DCC	1	1 star DCC-bigyan ng assessment as basis for improvement
Accreditation	1	DCC accreditation - walang pagbabago
Standards	1	Set standards for organized groups
Standards	3	Political issues on Devolved Social Workers - Designation of non-registered SWs in LGUs - MSWDO/CSWDO/PSWDO are not registered SWs
Standards	11	Lack of LGUs skilled social workers. Malawak ang hawak na area of coverage ng social workers
Standards	11	Limited ang SW sa LGU to handle court related cases
Standards	11	Limited personnel to handle the big number of wards (Boys Town - NGO Center). Over-burden ang social workers at houseparents
Standards	11	Personnel of Boys Town Center are not aware of the roles/ functions of social workers
Standards	11	Hiring of non-social workers practicing social worker functions at LGUs

STANDARDS

- Unregulated center, pre schools
- Accreditation process (far in between; e.g. marriage counselor and stress debriefers; no change or development such as identification of indicators for "grading" DCCs)
- No clear or set standards for organized groups
- Designation of non-registered SWs in LGUs (political appointees)
- No clear standards for organized groups
- No guidelines on SW-client ratio (no standards are provided to the LGUs and centers); if guidelines exist, no system for ensuring compliance

Systems and Procedures	10	Delayed accreditation.
Systems and Procedures	10	How many months will it take to know if okay na ba ang accreditation. For more than 2 years now ang disabled not yet accredited.
Systems and procedures	2	Sometimes the matching conference ay time-consuming sa part naming mga center social worker
Systems and procedures	13	Wasteful expense release practice.
Systems and Procedures DCC/DCW accreditors	10	Rating of DCC/DCW accreditors go directly to municipalities, without the knowledge of PSWO Office.
Systems and procedures Donations/Charity	7	Donations from abroad are still charged payment when it is for charity.
Systems and Procedures ESA/CSAP	2	Dami ng requirements at kabagalan ng pag-release ng assistance para sa ESA at CSAP
Systems and procedures	2	Medyo maproseso ang pag-apply ng mga interesadong pamilya para sa licensing
Systems and procedures	2	Matagal na pagprocess sa application for licensing sa DSWD Central Office kahit na-complete na ang mga requirements

Issues and Problems that need to be addressed

Systems and procedures	13	On licensing and accreditation, some NGOs failed to be licensed and accredited due to lack of funds and too many forms to accomplish.
Systems and procedures Licensing/standards	CAR	Licensing fee (1,000) and Solicitation Permit (500) medyo mahal. Strict compliance to 60% (Program) and 40% (Admin) fund distribution of NGOs budget Duration of Solicitation Fund Campaign (3 months) too short NGOs wanted to learn of the KALAH-I-CIDSS program and to get involve in its implementation 5% GAD allocation in GAA being signed by LGUs
Systems and procedures Others	CAR	
Systems and procedures Referral System	10	CIU & HG referrals to NGO some children do not have birth certificate, birthplace of child can't be established.
Systems and procedures Referrals	13	Sometimes minors referred to institutions are not accommodated due to limited space.
Systems and procedures Referrals	6	Pag may nirefer na clients ang LGUs sa NGOs, gusto ng LGUs, ang mga NGOs pa ang pupunta at magprepare ng case studies. Hindi ginagawa ng LGUs-SWs ang complete documents/ requirements ng clients (maybe kulang din ang personnel) Referred cases from Manila, no abandonment paper. The process of abandonment is already function of DSWD. Walang lawyers, NGOs pa ang kukuha.
Systems and procedures	CAR	A 14 year old victim of rape resident of HAVEN is continuously using marijuana and even get drunk with liquor
Systems and procedures	3	On Perennial Clients - mga kliyente na regular ng humihingi ng tulong sa DSWD, nakakarating sila hanggang sa opisina ng Presidential Action Center sa Malacañang na sa kahulihan ay sa DSWD pa rin ang punta upang mabigyan ng katugunan ang pangangailangan
Systems and procedures Referrals	5	From the part of NGOs, pag na-refer na ang clients, wala na silang pakialam sa clients kahit may agreement pa. Ano ang partnership role of SW when cases are referred to NGOs?
Systems and procedures Referrals	12	Walang summary of case studies ang nire-refer ng FO, kulang ang mga documents kaya sila pa ang gumagawa There is a project proposal relative to children's empowerment (Theater Arts) submitted thru FO but no feedback on what happened to the project proposal
Systems and Procedures System in Referral	13	Some proposal re-trench for corrections
	1	Referral re: Badjao & Aetas - Nagpapasahan (P/C/M) SWOs sa pagrespon, nagagalit ang FO, ayaw tanggapin, food assistance lang ang naibigay, papaano maibabalik sa kanilang pinangalangan
Systems and Procedures	1	Pag disaster, kahit walang report of affected/victims of disaster naibibigay agad sa LCEs

Issues and Problems that need to be addressed

System in Referral	11	Referred cases ay malayo, mahirap ang communication at transportation kaya matagal ang response. This hampered the processing of cases
Systems and Procedures	9	Slow processing of license/accreditation for the NGOs
Systems and Procedures	3	SWO II Court Related Cases - LGU acted/responded to client of SWO II. Ang dapat gawin ng SWO II ay ginagawa na ng mga taga LGU. Social Worker lagi nasa labas/always out of the office. Kulang sa commitment and at the same time lack of urgency to attend to client's need. Maaaring may behavioral problem. May area of assignment/coverage naman. Processing of travel clearance is now being done by the LGU Social Workers. When following-up cases of Family Courts, clients are still requesting for the assistance of the SWO III.

SYSTEMS AND PROCEDURES

Delays in Processing	<ul style="list-style-type: none">▪ Delays in issuance of permits, licenses, accreditation▪ Problems in Accreditation procedures and role of each unit (PSWO, CSWDO, MSWDO; requirements each stage)▪ Tedious process and numerous requirements (ESA, CSAP, Adoption, licensing, licensing and accreditation of NGOs)▪ Proposal processing, no feedback was received as to the status	
Problems with Funds flows and releases	<ul style="list-style-type: none">▪ Problems in funds flow and releases (eg GAD allocation)	
Problems with Fee structure and donations	<ul style="list-style-type: none">▪ Unaffordable fees▪ Donations still being deducted charges	
Lack of Information	<ul style="list-style-type: none">▪ Unaware of processes and procedures to access programs and services (NGOs wanting to involve in KALAHI-CIDSS)	
Handling of Cases	<ul style="list-style-type: none">▪ What to do with cases that could not be accommodated due to space limitations▪ What to do with cases that could not comply with basic requirements of birth certificates.▪ Controls in centers re drug use and alcoholism▪ What to do with perennial clients	
Political Color	<ul style="list-style-type: none">▪ Percieved easy access of politicians (LCEs and congressmen) is an issue	
Partnership Issues	<ul style="list-style-type: none">▪ Unclear partnership expectations between and among NGOs, local SWDs and DSWD	
Training	13	Trainings are based on schedules of resource person from DSWD.

Issues and Problems that need to be addressed

Training	6	Walang training/seminars sa non-ECD areas only sa ECD areas Lack of funds to conduct training on rehabilitation for barangay health workers Limited number of participants on trainings (Day Care) due to limited funding Delayed release of incentives (Mandurriao District). It happened only once kasi naka-leave ng 3 weeks and Director.
Training	CAR	No training receive for the last three months The need to conduct Training Needs Analysis (TNA) for NGOs
Training	5	Walang continuity ang training
Training	12	Hindi well-versed or knowledgeable and resource person for the specific training
Training	12	Walang masyadong training
Training	12	Centers for children and women - Children's Help Intervention and Protection Service (CHIPS) and Women's Help Intervention and Protection Service (WHIPS) were established by LGUs but no trainings were provided in terms of the operationalization of the centers. These centers were already visited by CO but not yet licensed/accredited. The LGUs expressed their need for trainings.
Trainings	10	Need more training on case management, house parenting, capability building/center management enhancement updating invitation on training is late.
Trainings	10	Trainings should include immersion.
Trainings	10	Delayed provision of manuals.
Capability Building Awareness	2	Awareness ng mga MSWDO at Center Social Worker tungkol sa institutionalizing a child
Capability Building ECCD Laws	13	DCWs kulang pa sa training on ECCD/may SW na di pinapayagang magattend ng training
Capability Building Family assessment	10	Poor ang quality ng family assessment by the local social work so that a client can be return back to the family & for the family to guide the child effectively.
Capability Building P/C/M SWs	13	Hindi pa upgraded ang skills/hindi na naupgrade skills/naenhance knowledge kasi limited na training
Capability Building	CAR	SWS at CIU short of knowledge on Counselling esp. in attending to children in difficult circumstances
Training	1	PES training lang ba? Dapat may evaluation, work output, impact Follow-up sa trainees - kulang, touch and go (PES, Effective parenting, etc., trainings)
Training	1	ECCD laws-DSWs kulang pa sa training on ECCD/may SW na di pinapayagang mag-attend ng training
Training	1	P/C/M SWs hindi pa upgraded ang skills/hindi na naupgrade skills/naenhance knowledge kasi limited na training

Issues and Problems that need to be addressed

Training	11	Maingay sa DSWD Boardroom where the trainings are conducted (though this is only alternative if the big conference room is not available. The room is near sa kalsada at sa eskwelahan) In case of leave-in training where the participants need to stay in the dormitory, mainit ang dorm)
Capability Building	2	Kakulangan ng pagbigay ng Technical Assistance para sa case management

TRAINING AND CAPABILITY BUILDING

Content	<ul style="list-style-type: none"> In terms of content, they need training on: case management, house parenting, center management, how to operationalize LGU-initiated centers for women and children. when/how to institutionalize a child, family assessment, counselling child in difficult circumstances, follow-up is weak
Methodology	<ul style="list-style-type: none"> In terms of methodology, training should include: immersion, manuals be provided; TNA for NGO partners needed
Resource Persons	<ul style="list-style-type: none"> Resource Persons not knowledgeable
Scheduling and Continuity	<ul style="list-style-type: none"> Schedules for conduct of training sessions not clear Training sessions are based on schedules of resource person from DSWD Training program has no continuity
Participation	<ul style="list-style-type: none"> Training sessions are provided in targeted areas only (those included in program) Funds limitation hamper conduct of trainings sessions and limit number of participants

APPENDIX C

**WORKSHOP 3 RESULTS
RECOMMENDATIONS**

Recommendation portion

THEMES	REG	STATEMENT
Access	1	No favoritism on the issuance of referral.
Access	5	Provide equal opportunities in providing programs/services, not only to priority areas which includes travel abroad (study/escorting)

ACCESS

Equal access and opportunities

Adoption process	2	The publication/legal for adoption shall be shouldered by the DSWD
Adoption process	2	That prior to matching conference, the Center SW should be informed by the DSWD if the child has a chance to be matched to a family (as based from the roster of DSWD)
Adoption process	2	In choosing the best family, DSWD should allow center SW to go over the adoptive family's home study report. Ang nangyayari po kasi sa ngayon, the center SW is not given enough time to scrutinize the HSR dahil saka lang nababasa ang HSR during the matching conference

ADOPTION PROCESS

- Provide ample time
- Provide all the necessary information

CIDSS	10	Brgy. Puntod: recommending to extend time frame or restoration of the CIDSS program to serve more the less in life.
CIDSS-KALAHI	3	DSWD to facilitate immediate release of funds

CIDSS

- Extend timeframe or project period
- Facilitate fund release

Fee and Charges	7	If possible DSWD to conduct dialogue with concerned parties regarding the liquidation representation. DSWD to negotiate that donation be free of charge.
Fee structure	CAR	For Central Office to consider lowering the fees to make it affordable to NGOs especially for those who have inadequate budget For SB-CO to consider application of this required allocation as case to case basis For CO to consider extending the duration of Solicitation Fund Campaign
Fees	13	Lower the fee for licensing and accreditation.
Fee structure	NCR	The payment for travel clearance shall be increased as most of the clients are rich people

FEES AND CHARGES

Review fee structure and charges and make the necessary changes and policies.

Standards	5	Staffing pattern o SWs at LGUs; ratio of SWs sa LGUs
Standards	3	At least 1 Head SW/MSWDO/CSWDO/PSWDO are registered Social Workers
Standards	7	DSWD to evaluate manpower requirements vis-à-vis DSWD programs and services.
Standards	13	Suggesting that workers assigned shall be a SW graduate even not 1080.

Recommendation portion

Standards	NCR	Need to professionalize the social worker
Standards	NCR	Determine the rate of payment for counseling fee for the accredited counselor
Standards	NCR	Need to standardize the salary of social worker in the different LGUs and to empower the social workers
Standards	9	Increase the number of manpower so that it can effectively respond to clients needs/problems
Standards	11	Wage standardization
standards - incorporate in the QS of the DCW	1	For those who served more than 5 years. Need for effective performance of the DCW to be absorbed by the LCEs. Sana magkaroon ng law na magbibigay ng sweldo not lower than 5,000. National Government to issue directives in giving fixed salary for DCWs. Kahit 1 star lang ang DCC, ibigay ang copy ng assessment checklist. Kailangang bigyan ng security of tenure

STANDARDS

- Come up with clear guidelines on staffing patterns of SWs for LGUs and standard rates/wages
- Require that head SW/MSWDO/CSWDO/PSWDO are registered Social Workers
- Issuance of standard rates/professional fees for accredited counselors, social workers and similar professionals
- Review accreditation scheme for day care centers for implementation by LGUs

Facilities	4	The DSWD Field Office shall expand their Building due to small space which resulted to the difficulty in accepting clients
Facilities	13	Construct additional buildings.
Facilities	13	Additional center or buildings.
Facilities	7	DSWD to provide facilities for this type of categories.
Facilities	CAR	Make the CIU/Crisis Rape Center conducive and foster a sense of confidentiality
Facilities	6	Sana ang DSWD gumawa ng services at centers for PWDs and mentally challenged regardless of age para magkaroon sila ng magandang place All major cities or at least one (1) in every region should have centers to cater to these clients
Facilities	CAR	Based on data (statistics) Also established HAVEN in the province to prevent congestion of wards in the existing HAVEN in Baguio City
Facilities	11	Sana pag may training, yung conference room na lang ang gamitin. Lagyan kaya ng soundproof wall iyong boardroom Install enough ventilation
Facilities/equipments	4	Increase the number of computers so that the papers/documents will not get lost

FACILITIES/EQUIPMENT

Review facilities and equipment. Come up with a clear plan for improvements and additions. Those changes requiring minimal expense can already be implemented (address conduciveness and keeping confidentiality issues). Consider also additional facilities for new programs for clients mentioned and what resources can be raised from where (LGU, international, internal funds, local fund raising, etc.)

Recommendation portion

Monitoring and Evaluation ESA	2	The DSWD shall come up with an assessment form for the beneficiaries of ESA
Monitoring and Evaluation	6	Monitoring of the devolved programs/services whether it is implemented
Monitoring and Evaluation	13	Sustain/reinvigorate initiated programs.
Monitoring and Evaluation	7	To request/require accredited NGOs to submit data, report regularly. Strict monitoring from Standards Bureau to NGOs, sanctions if possible.
Monitoring and Evaluation	4	Review the program and services
Monitoring and Evaluation	4	Increase the number of monitoring of project upon implementation
Monitoring, Assessment and Evaluation	NCR	The DSWD shall determine if the LGU is capable enough to continue the program and services that were turned over to them
Monitoring and Evaluation	NCR	Need to innovate the activities
Monitoring and Evaluation	NCR	The need for DSWD to be pro-active
Monitoring and Evaluation	NCR	DSWD need to adopt new technologies

MONITORING AND EVALUATION

Improvements in the monitoring and evaluation systems are recommended:

- Do M&E regularly
- Use information from M&E to improve program and develop new ones
- Clear consequences for non-compliance and neglect
- Data to, from and about all partners (LGUs, NGOs and other intermediaries/service providers)
- Innovate and adopt new technologies

Devolution	NCR	Some of the program and services that are direct service shall be transferred to NGOs and LGUs
Devolution Issues	8	Allocation of funds should also be included/incorporated upon the devolution/localization of DSWD programs and projects

DEVOLUTION ISSUES

- Devolve direct services
- Devolve also the funds for these programs and services

Scheduling	13	Flexitime for Government Social Service personnel.
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SCHEDULING

- Allow for flexitime to accommodate demand

This Evaluation Process	5	Other clients/partners should be included in this kind of activity. They are suggesting that an evaluation survey should be conducted to as sample respondents. Relative to this, the FC should be the one to determine the sample respondents.
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Recommendation portion

Specific Cases	11	FO to revisit/re-assess the accreditation of Boys Town Center to revise staffing pattern as well as to review of they met the standard criteria. Review also the role and function of social worker and house parents para magkaroon ng role delineation. Orientation of Boys Town Center personnel on the updates including the Board of Trustees and the volunteers.
Specific cases	CAR	For HAVEN to look into this allegation: ward has access to drugs and alcohol
Specific Cases:		
■ Boys Town Center in Region 11		
■ HAVEN in CAR		
Advocacy	4	So many programs, need of advocacy
Advocacy	4	Increase the funding allocated to advocacy
Advocacy	4	Need to campaign/market the program and services of DSWD
Advocacy COA	13	Sensible COA regulation.
Advocacy	4	Educate the Local Chief Executive on the program and services of DSWD
Advocacy	1	DSWD must intervene: Optional to mandatory positions of the MSWDO
Advocacy	6	DSWD to advocate in LGUs the hiring Sr. Social Workers and the creation of plantilla item to handle court related cases
Advocacy	CAR	For CO intervene/intercede in motivation/encouraging LGUs to allocate 5% of their IRA to GAD programs and services
Advocacy	3	Magkaroon ng initiative ang SW para di mawala ang Social Welfare
advocacy	3	SWs are encouraged to give priority to the programs & services. The implementation of the programs depends on the initiative of the SW on the project to be prioritized
advocacy	5	DSWD to lobby with Congress re: putting a center for every district to cater these kind of clients
Advocacy	NCR	Amend the republic act no 7160
Advocacy	NCR	Need to approve the bill on the Magna Carta for the Social Workers and Social Development Workers
Advocacy	11	Enforcemet of national legislations/policies relative to the hiring of social workers at LGUs
Advocacy	3	A legal document should be issued that "Psychotic Vagrants are not clients of DSWD.

Recommendation portion

ADVOCACY

- Sensible COA regulations
- Setting up centers in the district level for mentally ill-vagrants, PWDs
- Lobby for more funds allocation
- Advocate for DSWD programs and services esp. the LCEs
- Security of SWs in the local offices
- LGU release of GAD funds
- Emphasize advocacy role also of SWs in the local offices
- Amendment of RA 7160
- Approval of the Magna Carta for the Social Workers and Social Development Workers
- Come up with clear position re handling of psychotic vagrants (DOH or DSWD or LGU?)

Coordination and communication	12	Malaki ang expectation nila from national level (Note: Guidelines, okay naman. LGUs are still doing the required reports from them. Ayaw nila mabutin ang region kasi affected ang performance ng Region XII as a whole)
Coordination and Communication	1	Give ample time to submit reports. Course through the M/C/P any communication addressed to local officials
Coordination and Communication	4	All communication forwarded to the LGUs by the DSWD shall be sent one week before the activity
Coordination and Communication	10	Names of expected participants should be specified in the communication.
Coordination	10	Send communication earlier or a week before the training
Coordination	10	Need to revive quarterly consultation (last was 2002).
Coordination and Communication	8	Involving the LGUs in planning and targeting clients to be served to ensure synchronization instead of overlapping
Coordination and Communication	4	Need to connect with the LGUs and NGOs thru internet connection
Coordination	13	Execute MOA at all levels (MSWDO, PS, WDO, RSWDO)
Coordination	12	They can coordinate with the local government units
Coordination and Communication	10	PSWD Office shall also have knowledge on all communications sent to the municipalities.
Coordination and Communication	CAR	For CAR/CO to write the applicant of the status of his application/nomination. CAR/CO should see to it that they inform their clients/partners as to the development of their respective concerns.
Coordination and Communication	3	Proper coordination ng SWAT & LGUs A feedback should be prepare for the clients to be informed that they are not qualified to avail of the services they are requesting.
Coordination	12	Feedback mechanism (referrals)
Coordination and Communication	3	Dapat may proper coordination between the SWO II at the region and the SWO at the LGU level.

Recommendation portion

Coordination	1	Tanggapin pa rin ng FO ang mga Badjaos/Aetas kahit outside their jurisdiction. Bigyan ng livelihood/resettlement area ang mga badjao. Dapat coordinated effort ng DSWD with other agency. There shld be an action to mendicants
Coordination	11	FO to invite DOJ social workers pag may trainings para sila ay ma-aware sa functions
Coordination with LGUs	2	Continues coordination with the LGUs by providing trainings

COORDINATION AND COMMUNICATION

Protocols

- Clarify protocols: who are the information users and consider decision and communication hierarchy (MSWDO, PS, WDO, RSWDO)
- Execute MOA at all levels (MSWDO, PS, WDO, RSWDO)
- FO/CO should see to it that they inform their clients/partners as to the development of their respective concerns.
- Communication should be sent a week or more ahead of scheduled activity
- Specify in communication the intended recipient
- Need to connect with the LGUs and NGOs thru internet connection
- Involve the LGUs in planning and targeting clients to be served to ensure synchronization instead of overlapping
- All requests, applications and referrals should be given feedback; have a feedback mechanism in place

Coordinating Role with other Agencies

- Initiate inter-agency action on the following concerns and set up necessary coordinative mechanisms with clear responsibilities and role delineations:
 - Badjaos
 - Aetas
 - Mentally ill vagrants
 - Mendicants
 - Clients with Court Cases
- Conduct joint training sessions with them to level-off and facilitate communication and team building

Venues for Consultation

- Need to revive quarterly consultation (last was 2002).
- Training can also be a venue for coordination

IEC materials	4	Need to increase the IEC materials
IEC materials	4	The IEC materials shall be updated and the LGUs must be provided (volume not 1 piece)
Information	CAR	Conduct of orientation on KALAH-I-CIDSS to NGOs particularly to be able to identify/know their areas of participation
Information	1	It should be spelled out in the IRR that institutions like school should be informed of the educational assistance

Recommendation portion

Information	CAR	For CAR/CO to furnish NGOs of info kit, MC issuance, info on the development of its programs & services, among others. Also to maximize its TV show in Baguio City in IEC campaign.
Information	CAR	Provide regular information to NGOs programs/projects which they can access
Information	5	Orientation/updates on newly enacted laws (e.g. Expanded Senior Citizen Law, Solo Parent Act, Anti-Domestic Violence)
Information	3	To update LGUs re: current issues on social services i.e. Solo Parent Welfare Act
Information	7	DSWD to expand data or generate data to NGOs.
Data generation	9	DSWD to expand data to generate to NGOs
Information campaign	2	DSWD should conduct regular information campaign on foster care to heighten the awareness and interest of families/couples

INFORMATION PROVISION, DISSEMINATION AND SYSTEM

- Conduct orientation regularly on new programs and services; local SW to echo orientation to stakeholders and partners in their areas; highlight roles of each stakeholder
- Provide IEC materials and update regularly; these should include MC issuances, brochures on the different programs and services, newly enacted laws and policies and IRRs. (e.g. Expanded Senior Citizen Law, Solo Parent Act, Anti-Domestic Violence)
- Explore other media for information dissemination (e.g., TV shows)
- Provide local SWOs information about NGOs. Likewise when local SWs prepare reports include information about NGOs and also provide information to them
- Gather data about NGOs

Licensing, Accreditation	10	Review application of DCC/DCW checklist assessment tool. CDO by now should have a 5 star rating DCC/DCW. Consultation with DSWD program in charge. DSWD-X should start accrediting DCC/DCW by September 2004. There should be proper protocol in accreditation activities in the municipalities. Municipalities should not go direct to region, or region direct to municipalities.
Licensing, Accreditation	10	Marriage counselors/stress debriefers accreditation/ updating.
Licensing, Accreditation,	NCR	To deputize the LGU to issue the travel clearance particularly in Manila
Licensing and Accreditation Services	3	Immediate advise to the concerned LGU re: on the operation of their existing facility This is one major concern of the DSWD which at present the agency aims to accredit/assess all existing facilities if it met the standards set by the DSWD.
Licensing	2	That our center should be licensed as placement agency purposely to facilitate the application of prospective foster families through the issuance of their license
Licensing	2	Karagdagang field worker to closely attend the families applying for license
Licensing	2	DSWD to identify and discuss the status of their application for licensing of their center

Recommendation portion

Licensing and Accreditation Services	9	Fast track the processing of license/accreditation for the operation of Center and the NGOs
Licensing/standards	5	Training on licensing/accreditation. Updates on accreditation policies and procedures/requirements. To come up with DSWD position on the unrecognized/unregistered private pre-schools. Dapat magkaroon ng guidelines kung sino ang may responsibilidad.

LICENSING, ACCREDITATION AND PERMITS

- Review accreditation policies and procedures with the aim of making them simple, swift and easily monitored
- Come up with clear protocols and procedures
- Look into possibility of deputizing regional/field offices (e.g., issuance of travel permits)
- Conduct regular and frequent accreditation
- Provide immediate feedback to applicant

Partnership:	2	Need to convene again the Area Based Social Welfare NGO Network (ABSNET) so that the plans shall be pursued
Partnership ABSNET	6	For ABSNET orientation, other areas should invite resource person from FO
Partnership	12	There should be a follow-up from the FO in terms of the operationalization of ABSNET Conduct regular meetings Clarification whether ABSNET should be headed by Social Workers or puwedeng kahit hindi social worker
Partnership	10	DSWD build-up regional network with NGOs.. DSWD will stop intervening thru giving services from an accredited NGO of the DSWD.
Partnership	7	DSWD to provide augmentation to NGOs providing services or facilities to these categories.
Partnership	6	If hindi kaya gumawa ng LGU-SW ng case study, request TA from NGOs
Partnership	6	There should be a coordination in the preparation of case studies between LGUs, NGOs and DSWD
Partnership	5	From LGUs, it was suggested that NGOs can request DSWD SWs to assist them in extreme cases especially in terms of resources and legal technicalities in lieu of the absence of the SW
Partnership building	13	National and Regional DSWD Offices to emphasize the concept and idea of partnership between LGUs and NGOs.
Partnership building	13	DSWD RO should follow-up the activities of MSWD in relation with NGOs and POs in their respective municipalities.
Partnership-building	NCR	Allowed the LGUs to use the facilities of DSWD even without charging them
Partnership-building Consultations	10	Regularly conduct consultations - for as with civil societies, NGOs.
Partnerships	CAR	Quarterly consultation/forum with partners to strengthen partnership

Recommendation portion

Partnerships	CAR	Forge MOA/MOU between NGO network and CAR to strengthen partnership
Partnerships	CAR	For CO to prepare and furnish NGOs/Partners a list of experts for their reference
Partnerships	NCR	Enhance the relationship between the LGUs
partnership	13	Conduct partners consultation meetings.

PARTNERSHIP

- Reconvene ABSNET
- Make ABSNET monitoring part of RO/FO functions
- Ensure regularity of its meeting (monthly or quarterly)
- Clarify who should head it
- Clarify expectations from/roles of the different partners (DSWD-CO, DSWD-FO, local SWOs, NGOs, POs, etc.)
- National and Regional DSWD Offices to emphasize the concept and idea of partnership between LGUs and NGOs.
- There should be a coordination in the preparation of case studies between LGUs, NGOs and DSWD
- Forge MOAs and MOUs between or among partners to strengthen partnerships
- Furnish a directory of "experts and resource persons"

Program Development Program	NCR	Need to extend and expand the coverage of the project
Program	10	Strengthen and/or develop program/services for Ips
Program	10	Extend program/service to indigenous groups.
Program	10	Include non-registered OFW families in crisis in DSWD programs/services.
Program: Badjaos & Aetas	13	Tanggapin pa rin ng FO ang mga Badjaos/Aetas kahit outside their jurisdiction. Bigyan livelihood/resettlement area ang mga Badjao. Dapat coordinated effort ng DSWD with other agency. There should be an action to mendicants.
Programs	6	CIU Cases (eg, PWDs and mentally challenged persons) Additional funding support/facilities to accommodate referrals for emergency cases of abused children/women
Programs	5	DSWD to come up with program tungkol sa mga preparatory services na puwedeng ibigay sa mga mentally ill person, iyong may manifestation of behavioral disorder
Programs/projects	13	Priority programs/projects shall be need-based.

PROGRAMS AND PROJECTS

- Explore possibility of expanding scope of key programs
- Develop programs for indigenous peoples (for existing programs like the Badjaos, evaluate and work difficulties encountered)
- Include non-registered OFW families in crisis in DSWD programs/services.
- Program for the mentally ill
- Prioritize needs-based programs and projects

Resource Access and Augmentation	6	There should be an augmentation support from FO to LGUs and NGOs
Resource augmentation	12	Dapat regular ang hingi (once a year) and it should be before September para naka-include sa budgeting
Resource augmentation	12	Increase the amount of subsidy
Resource augmentation	12	Clarification on the amount and the frequency of provision of subsidy

Recommendation portion

Resource Augmentation	6	Funding support/augmentation from FOS for the conduct of training
Resource augmentation Funds	1	Need for the augmentation support of the ECCD law
Resource Augmentation Shelter Assistance	3	Facilitate immediate provision of services to fire victims
Resource Augmentation	11	Additional deployment of social workers from regions to handle court cases
Resource augmentation Fund flow and releases	3	DSWD to facilitate immediate release of funds

RESOURCE AUGMENTATION

- Assistance is needed by LGUs and NGOs for support such as increase in subsidy, conduct of training sessions and relief work including shelter for fire victims.
- For funds already available, DSWD to facilitate release of said funds
- Additional senior social workers from RO be deployed to handle court cases

Systems and Procedures ESA/CSAP	2	Need to fast track and lessen the requirements for CSAP and ESA
Systems and Procedures Food supplies	10	Proper channeling in the delivery of food supplies DSWD-PSWDO-MSWDO.
Systems and Procedures	13	Requesting the channeling of reports must be the same (prior to devolution)
Systems and Procedures Referral system	1	No favoritism on the issuance of referral. SW should be informed on the action taken on their referral. There should be an index card wherein the programs/services provided and date it was received was reflected
Systems and Procedures Referrals	6	Support in terms of manpower/logistics DSWD to come up with an updated directory of NGOs para malaman nila ang limitations. They should also provide copy to NGOs and LGUs Social workers of the FO should be the one to get lawyers. Bahala ang mga FO sa mga lawyers.
Systems and Procedures Fund transfer mechanism	4	Formulate a mechanism on fund transfer to LGU subject to liquidation –all funds that are allocated by the DSWD Central Office shall be directly transferred to LGU instead of the DSWD Field Officers
Systems and Procedures relief operations	1	Magkaroon ng standards on relief operations. Pangangasiwa ng disaster operation, sana DSWD para may control, totality ng distribution. Disaster relief, dapat from Mayor to MSWDO. Dapat may intercession National Government on disaster operations

Recommendation portion

SYSTEMS AND PROCEDURES

- fast track and lessen the requirements for CSAP and ESA
- Proper channeling in the delivery of food supplies DSWD-PSWDO-MSWDO; standardize relief goods operations
- No favoritism on the issuance of referral; install systems so as to track receipt of goods and their releases
- Come up with updated directories
- Clarity in expectations and roles
- Look into the funds transfer and flow; formulate a faster mechanism for transfer

Training	10	Recommendation - needs administrative training (NGO)
Training	1	SW dapat mag-attend ng training
Training	2	Need to conduct training on the awareness of institutionalizing a child
Training	1	Dagdagan ang trainings including M/C/P Office. Conduct of orientation of SWD programs and services for new LCEs
Training Proposals	13	Capability building on making proposals.
Training	6	DSWD to provide TA to LGU-SW and NGO in the preparation of the legal documents and other requirements
Training	CAR	(Refresher) Training in Counseling
Training	4	Continuous support from DSWD
Training	10	DSWD to train LGU focal person for DCS training. More resource persons..
Training	6	More trainings of supervisors (CSWDO/MSWDO) on non-ECD areas
Training	6	Kung limited din lang ang participants, ibigay na lang sa supervisors (SWD/MSWDOs) instead sa DCWs. Nadcreate kasi ito ng inggitan. Bahala ng mag-re-echo ang mga supervisors.
Training	CAR	Conduct of relevant trainings to NGOs
Training	CAR	Conduct of Training Need Analysis for NGOs to determine training suitable/tailor/fit for them
Training	CAR	Develop relevant training to different sectors (i.e. Pre-retirement training, seminar for OPs)
Training Technical Assistance	10	Needs TA from DSWD.
Training Technical Assistance	6	Technical assistance should be provided relative to the processing of abandonment papers
Training Technical assistance	12	Dapat regular ang bigay
Training	1	Dapat may follow-up after training. Magkaroon ng monitoring and evaluation
Training	5	Magkaroon ng TNA survey based on the individual situation of cities/municipalities
Training	5	Regular conduct of training and capability building activities
Training	5	Need for refresher course for LGUs/NGOs Social Workers to review the role and responsibility especially in handling confidential and court-related cases, case management
Training	12	There should be training for the updates on the techniques of handling cases
Training	12	FO to conduct trainings especially for the houseparents of these centers

Recommendation portion

Training	12	Additional trainings since they are willing to provide their counterparts
Training Value formation activities	13	Consultation on value formation/value formation activities.
Training (Technical Assistance & Capacity Building)	3	Proper information dissemination/advocacy of newly enacted laws
Training and Capability building	2	Conduct regular visit and technical assistance to NGOs particularly on case management
Training and Capability building Case management	2	Dagdagan o bigyan ng kaukulan na atensiyon ang pagbigay ng technical assistance para sa case management
Training	11	Include new approaches in trainings to be conducted to address complex social welfare development issues/problems
Training with immersion	10	More comprehensive training with immersion is needed to improve skills of youth service provider (UKP). Manual needs to be updated (UKP)

TRAINING AND CAPABILITY BUILDING

Content	<ul style="list-style-type: none"> ■ Center administration ■ Institutionalizing a child ■ Orientation on SW programs and services ■ Program/project conception to Proposal writing ■ Preparation of legal documents ■ Refresher course on counseling ■ Trainor's training ■ training of supervisors (CSWDO/MSWDO) on non-ECD areas ■ processing of abandonment papers ■ review the role and responsibility especially in handling confidential and court-related cases, case management ■ house parenting ■ information dissemination/advocacy of newly enacted laws
Methodology	<ul style="list-style-type: none"> ■ Develop relevant training to different sectors (i.e. Pre-retirement training, seminar for OPs) ■ Conduct post training M&E ■ Consultation on value formation/value formation activities. ■ More comprehensive training with immersion is needed to improve skills of youth service provider (UKP). ■ Manual needs to be updated (UKP) ■ Conduct regular visit and technical assistance to NGOs particularly on case management ■ Make use of new training methodologies
Resource Persons	<ul style="list-style-type: none"> ■ More resource persons..
Scheduling and Continuity	<ul style="list-style-type: none"> ■ Conduct more frequently ■ Conduct should be regular
Participation	<ul style="list-style-type: none"> ■ Conduct of Training Need Analysis for NGOs to determine training suitable/tailor/fit for them ■ TNA survey based on the individual situation of cities/municipalities

APPENDIX D

WORKSHOP 1 RESULTS ASSESSMENTS

TIMELINESS Extracted Negative Comments			
THEMES	REGIONS	SECTOR	STATEMENT
Advocacy – Poor Implementation of the Law	2	PWDs & Ops	Poor/no implementation
Community-Based Programs	6	PWDs & OPs	Not timely
Coordination Legal Assistance	4	W, C & Y	Mabagal sa DSWD court kasi naibaba na warrant of arrest bakit di pa rin nahuhuli perpetrators 4 times na pabalik-balik sa DSWD LGU
Coordination	1	PWDs & OPs	Hindi kasi sa Luna, La Union hindi pa kaagad naimplement ung 20% discount ng gamot sa mga drugstore.
Coordination Communication	CAR	DFs, DVs, IDP	Medyo matagal kasi maraming requirements ang pinapasubmit tapos hindi pa sabay sabay na sinabi. Pag may pinasubmit ipupunta ko sa opis tapos sasabihin uli "ito pa ang isusubmit hindi minsanang sasabihin
Coordination	6	W, C & Y	Some clients are not active with their case w/c cause delay.
Coordination - Income & Employment	2	PWDs & Ops	Poor implementation
Coordination - Issuance of ID	10	PWDs & OPs	Delayed.
Coordination - Issuance of Senior Citizen ID	13	PWDs & OPs	Mabagal (application was field last January 2003 released on September 2003)
Coordination and Legal Assistance	8	W, C & Y	-Hindi gaanong mabilis dahil hindi konalaman ng maigi/resulta ang isinampa kong kaso
Coordination and Communication	8	PWDs & OPs	Mahina lalo na kung papunta sa municipalities kasi hindi naman sa bayan nakatira.
Coordination and Communication - Fare discount ID	8	PWDs & OPs	Matagal dahil galling pa sa Central Office ng DSWD. Centralized siya
Coordination and Legal Assistance	1	W, C & Y	Kasi depende rin sa judge sa pagprogress ng case. Kahit gustuhin ng DSWD na mapabilis kung gusto patagalin ng judge. Ang hearing lagging postponed. Kung minsan kasi walg, Attorney, Prosecutor, at Complainant.
Coordination and Legal Assistance	2	W, C & Y	The case is slow due to judge's discretion
Delays were experienced in transmission of data, information and communication. There are also other factors that cause the delay that is beyond control of the DSWD. (Regions 1, 2 and 4)			
DCC	3	DFs, DVs, IDP	Medyo tumagal dahil walang site / lote na pagtatayuan sa barangay ng building

Information Dissemination	12	PWDs & OPs	Timely talaga ang information dissemination, but implementation matagal.
Licensing of Foster Parent	2	W, C & Y	Not immediate due to the processing of documents
Placement service/employment	9	PWDs & OPs	Mahina dahil sa priority ng employer
Referral - Foster Care	2	W, C & Y	Matagal ang pagrelease ng bata-should be earlier than seven months
Referral	CAR	PWDs & OPs	No, because the processing took quite a while
Referrals	6	W, C & Y	I wrote to my mother in La Castellana asking for assistance on my case from the MSWDO but they did not take action. They even referred my mother to DSSE to seek assistance.
Resource Augmentation - SEA-K	CAR	W, C & Y	In level 1 just on time. In level 2 medyo matagal kasi sa dami ng requirements di naming nagawa agad.
Resource Augmentation - Educational Assistance	6	W, C & Y	The fund contribution is not given.
Resource Augmentation - SEA-K	12	PWDs & OPs	Matagal-tagal, 1 yr. bago na-approved
Resource Augmentation - SEA-K	1	W, C & Y	Wala pang isang taon bago ibigay ang pondo. 5 buwan bago ibinigay, matagal.
Resource Augmentation - Construction of Elderly Day Care	13	PWDs & OPs	Late completion of the building construction (1 year)
Resource Augmentation - Financial Assistance	2	DFs, DVs, IDPs	Mabagal kasi umabot ng isang buwan bago matanggap
Resource Augmentation - Fire Victim Assistance	3	DFs, DVs, IDP	Mabagal ang DSWD after 4 months pa nareceive pero natutuwa at naalala sila.
Resource Augmentation - Fire Victims SEA Recipient	3	DFs, DVs, IDP	Matagal bago nakapag-avail kasi yung ibang barangay member ay matagal bago nakabayad.
Resource Augmentation - Livelihood	6	DFs, DVs, IDPs	Delayed 5 months.
Resource Augmentation - Livelihood Assistance	NCR	DFs, DVs, IDP	- Hindi agad naibigay, it took 5 months bago marelease pera - There is a process (may seminar and may needed documents) - Matagal! (2 months after mandatory) - 1 year waiting kasi lumpat ang assigned DSWD staff
Resource Augmentation - Livelihood assistance	NCR	Youth	Kulang sa assistance.

Resource Augmentation - Core Housing	5	DFs, DVs, IDPs	Sa bilis, hindi natin masasabing mabilis kasi sa processing pero kahit papaano nakarating sa amin siguro w/in 1 year natanggap namin yung core house na'yun tapos sa pamamagitan ng counter-part namin ng 5,000 para sa labor, yung nairelease sa amin yung mga materyales na kakailanganin sa pagpapagawa ng core house.
Resource Augmentation - Self-enhancement	8	PWDs & OPs	Di gaanong mabilis dahil sa depende sa availability ng pondo
Resource Augmentation - Assistive device	8	PWDs & OPs	Hindi gaanong mabilis dahil sa pagpapaspasa ng mga units assigned
Resource Augmentation - Livelihood	8	PWDs & OPs	Not on due to the disability of the clients
Resource Augmentation - SEA-K	6	DFs, DVs, IDPs	Delayed release on funds (4 months).
Resource Augmentation - Senior Citizen's Day Center	CAR	PWDs & Ops	No
Resource Augmentation - SKA- loan for livelihood program	9	DFs, DVs, IDPs	Mabagal ang proseso ng mga papeles lalo na sa loan, dadaan pa kasi sa training or seminar bago maprocess ang mga papers
Resource Augmentation - Social services referral for prosthesis & other operations	9	PWDs & OPs	Minsan na de-delayed dahil hindi available ang resources/gamut
Resource Augmentation - Financial	NCR	PWDs & OPs	Makupad. Mabagal nang mag-apply. Pinapabalik-balik, pinaghihintay.
Resource Augmentation - Burial Assistance	10	PWDs & OPs	Delayed.
Resource Augmentation - Emergency Shelter Assistance	C13	DFs, DVs, IDPs	The disaster occurred in December but the assistance was received in February. Mayor concern: what took it so long for the assistance to be released?
Supervision/Advocacy of organization of OSCA in cities & municipalities and Phil. Plan of Action for Older Person	8	PWDs & OPs	Mahina, very slow; lalo na sa Provinces papunta sa municipalities

Almost all regions cited negative responses relative to the timeliness of the programs and services. Some of the reasons for not being on time are: lack of technical assistance, lack of requirements, processing of documents, and unavailability of funds.

Training - Skills Trainings	8	PWDs & OPs	Not on time because of so many processes
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APPENDIX D

APPROPRIATENESS Extracted Negative Comments			
Community-Based Program - Centers and Institution (drop-in center)	13	W, C & Y	No functional- LGU
Community-Based Program	6	PWDs & OPs	Not appropriate. Not undertaken by senior citizens but taken by administration/mayor.
Community-Based Program - Family Home Visit	7	W, C & Y	Not very appropriate, can't easily get out of center to visit family.

From the sectors of women, children, youth, PWDs and OPs, the community-based program such as centers/institutions and family home visit are not appropriate. The responses came from Region 6, 7 and CARAGA.

Health & Nutrition	2	PWDs & OPs	Not so much
Resource Augmentation - Income & Employment	2	PWDs & OPs	Not so much (OP) Very poor (PWD)
Resource Augmentation - House Repair	5	DFs, DVs, IDPs	Hindi po.

Region 2 and 5 cited that in terms of resource augmentation, the programs/services provided are not appropriate.

Training - SELF/LA	CAR	PWDs & OPs	Not so because the skills acquired during the enhancement is not being applied since the products do not have a stable market
Training - VocREHAB	6	PWDs & OPs	Hindi 100% angkop

Only CAR and Region 6 cited that trainings provided to PWDs and OPs are not appropriate. One reason is skills acquired were not applied considering the stability of the market on the products being produced.

ADEQUACY Extracted Negative Comments			
THEMES/ PROGRAMS/ SERVICES	REGIONS	SECTOR	STATEMENT
Advocacy - Implementation of the Law	2	PWDs & OPs	Inadequate
Advocacy - Fare discount ID	8	PWDs & OPs	Hindi pa sapat dahil sa tagal ng pagrelease ng ID
Advocacy - PGMA	6	DFs, DVs, IDPs	Lacks marketing
Advocacy - Senior Citizens Benefits and priveledges	8	PWDs & OPs	Kulang pa ang serbisyo, dapat automatic ang pribilihiyo kung makita na matanda
Advocacy - Supervision/Advocacy of organization of OSCA in cities & municipalities and Phil. Plan of Action for Older Person	8	PWDs & OPs	Not yet complied

Advocacy was lacking particularly in terms of the implementation of the law.

CIDSS	13	DFs, DVs, IDPs	Kulang, marami pang needs na hindi natugonan at hindi lahat naka-benipisyo
Community-Based Program	3	PWDs & OPs	Hindi Sapat.
Foster Care Service	7	DFs, DVs, IDPs	It is not enough to answer the need of the Foster Care Parent.
Health & Nutrition	2	PWDs & OPs	Inadequate
Health care/medical services	9	PWDs & OPs	Da lahat maibigay
Honorarium of SC Officers	10	PWDs & OPs	Very inadequate (amount is meager & only 50% of the officers have enjoyed the benefits.
Income & Employment.	2	PWDs & OPs	Inadequate
Information Dissemination	6	PWDs & OPs	Needs improvement. Information is not adequate.
Information Dissemination	8	PWDs & OPs	Di pa sapat dahil mabagal pa rin ang sistema sa pagpapadala ng sulat lalo na sa malayong lugar
Licensing of foster parents	2	W, C & Y	Not adequate
Nursing care	9	PWDs & OPs	Needs improvement
Placement service/employment	8	PWDs & OPs	Kulang pa dahil hindi lahat ay natatanggap sa trabaho
RC	3	PWDs & OPs	Hindi pa, dahil marami pa ang dapat idagdag.
RC	3	PWDs & OPs	Kulang
Referral	3	W, C & Y	Hindi, dahil ang dialysis ng father nya ay twice a week.
Referral - Social services referral for prosthesis & other operations	9	PWDs & OPs	Kulang ang mga training materials

The programs and services are still inadequate from some regions, specifically from PWDs and OPs sectors.

Resource Augmentation - SKA- loan for livelihood program	9	DFs,DVs, IDPs	Para sa akin ito ay kulang dahil mayroon akong studyante na nag-aaral, maliit lang ang kita ng negosyo ko, kung pwede idagdag ang CBU upang matugunan ang pangangailangan ng aking pamilya.
Resource Augmentation - Community Based Programs and Services SHCW	1	W, C & Y	Sapat naman pero minsan nagkukulang sa supply. Yung mga bata kulang sa gatas.
Resource Augmentation - Assisted Device	CAR	PWDs & OPs	No, because there should be a cane that comes with the leg to assist in walking
Resource Augmentation - Burial Benefits for SC	10	PWDs & OPs	The amount of burial assistance is inadequate.
Resource Augmentation - Calamity Assistance	6	DFs, DVs, IDPs	Lacking
Resource Augmentation - SELF-E/LA	12	PWDs & OPs	Hindi pa sapat. Sana'y madagdagan pa.
Resource Augmentation - SELF-E/ - LA/family/women	CAR	DFs, DVs, IDP	-limited -kulang depende sa price ng vegetable -pag peak season di kasya -kulang pero ok na rin pandagdag -for knitting P5000 ay di kasya
Resource Augmentation - SEA	CAR	W, C & Y	It's not enough. I need an additional capital especially that our project is gardening na kung na disaster pati puhunan namin ay mawala.
Resource Augmentation -SEA	CAR	W, C & Y	Limited loan amount
Resource Augmentation - Community Based Programs and Services - SHCW	1	W, C & Y	Tamang-tama lang pero kulang yung para sa mga bata. Walang magamit na ibang supply para sa mga bata gaya ng tulugan kasi maraming nanganak noon. Patak patak lang ang shampoo, yung isang sachet 3 araw gamitin. Minsan may ibinigay pa na malapit ng mag-expire na gatas (Dumex).
Resource Augmentation - Education Assistance	13	W, C & Y	No, because the assistance is good for 1 year only
Resource Augmentation - Emergency Shelter Assistance	C13	DFs,DVs,IDPs	Hindi kung tutu-usin kulang ang amount sa pagpatayo ng bagong bahay
Resource Augmentation - ESA	1	Families	- Hindi gaanong sapat para sa limang tao (relief goods) - Yung P5,000, sapat na rin, malaking tulong na rin sa pamilya para maipaayos ang nasirang bahay.
Resource Augmentation - ESA- financial assistance	1	Families	- Yung binigay na relief goods, hindi po sapat dahil pito po ang mga anak ko pero ok na rin kahit paano'y may nakain at naisuot kami - Hindi rin po sapat yung P1,500 na pera. umutang pa po ako ng pinandagdag (P1,200) dahil sa mahal na rin ang materyales.
Resource Augmentation - Financial Assistance	2	DFs, DVs, IDPs	Hindi sapat

Resource Augmentation - Financial Assistance Medicine (for spouse) Educational Assistance	9	W, C & Y	Kulang ang financial support. Hindi pa sapat pero ok lang. Hindi man lang kami ang nangangailangan
Resource Augmentation - Financial Assistance for medicine (AICS)	8	DFs,DVs,IDPs	Inadequate since financial assistance is limited for medicine only
Resource Augmentation - Fire Victim	3	DFs, DVs, IDP	Di sapat na binigay na tulong.
Resource Augmentation - Fire Victim	3	DFs, DVs, IDP	Kulang ang binigay na tulong.
Resource Augmentation - Fire Victims SEA Recipient (5,000)	3	DFs, DVs, IDP	Kulang ang 5,000 na Cash Assistance sa livelihood.
Resource Augmentation - Food Commodities Family Packs/Used clothing	8	DFs,DVs,IDPs	*Inadequate since food commodities are very limited and good only for 2 days
Resource Augmentation - Medical assistance	NCR	DFs, DVs, IDP	- hindi sapat kasi the money is only good for 1 week medication - gamot and check-up, sagot ng DSWD
Resource Augmentation -Self-enhancement	8	PWDs & OPs	Hindi lahat maka-avail dahil sa kakulangan ng pera
Resource Augmentation -Assistive device	8	PWDs & OPs	Hindi, dahil may iba pang PWD sang hindi pa nakatatanggap
Resource Augmentation -Livelihood	8	PWDs & OPs	Not all PWDs avail the livelihood assistance
Resource Augmentation -Assisting devices like canes & wheelchair	9	PWDs & OPs	Di sapat dahil dapat lahat ng PWDs maka-avail sa serbisyo
Resource Augmentation - Provision of gratuity/ allowance	9	PWDs & OPs	Di pa sapat dahil sa dami ng mga pangangailangan
Resource Augmentation - SEA-K - Financial Assistance (AICS) - ERPAT Training - financial management - team building Mutual Aid Assistance PH Program	6	DFs, DVs, IDPs	Some project proposals are not funded. The amount released (P500) is not enough. Satisfactory - (topic, facilitator, supplies, food).
Resource Augmentation - SELF-E/LA	CAR	PWDs & OPs	No, because the livelihood program, production and selling of soya milk, needs a refrigerator for longer product life. However, the DSWDO still hasn't provided such
Resource Augmentation - VocREHAB	NCR	PWDs & OPs	Hindi kayang ibigay lahat dahil sa kakulangan ng financial allocation. Need for boarding house at NVRC.
Resource Augmentation - VocREHAB	NCR	PWDs & OPs	No instructor Sana may NVRC rin sa aming probinsya.

APPENDIX D

Resource Augmentation - VocREHAB	6	PWDs & OPs	Hindi 100% angkop.
Resource Augmentation - VocREHAB (PWDs)	6	PWDs & OPs	Indi siya namigid (not that good).
Resource Augmentation... - Cash assistance assistance for used clothing medical assistance thru referral	10	DFs, DVs, IDPs	Sapat dahil binigyan kami ng medical assistance. Kulang dahil hindi sapat burial assistance - sapat lang para sa kandiia.
Resource Augmentation - Educational Assis- tance - refresher course	NCR	Youth	Only 1 teacher is teaching for the 100+ students using a microphone. Lack of teachers and supplies.
Resource Augmentation and Training - Women: skills training, Legal assistance, medical assistance, Residential Care/ Psychological	10	DFs, DVs, IDPs	Sapat dahil binigyan pansin ang aming kaso. Hindi sapat dahil kulang ang materyales, tulad ng makina sa pananahi.
Resource Augmentation -SEA	CAR	W, C & Y	Need to increase the loan.

All sectors cited that there is inadequacy in the programs and services provided, particularly in the financial assistance which for them, is still limited.

Security services	9	PWDs & OPs	May kakulangan
Technical Assistance	1	PWDs & OPs	Kailangan ng Technical Assistance ng MSWDO
Technical Assistance	CAR	PWDs & OPs	No, because there is no speech therapist for the CWDs, which they need badly. We have also voiced this out during the NDPR week but Dir. Bonoan of DOH said that they are not the ones responsible for this.
Technical Assistance	CAR	PWDs & OPs	No, because there is no speech therapist for the CWDs, which they need badly
Technical Assistance - Family Home Visit	7	W, C & Y	Not adequate, visits are limited.
Technical Assistance - Older Person Senior Citizen centers of all capital towns, provinces & cities	8	PWDs & OPs	Under RA 7876 not all municipality have been given DSWD aid for senior citizens center
Training - Capacity building/ physical fitness/spiritual upliftment/social activities/celebration	8	PWDs & OPs	Not adequate because subject to funding availability
Training - Capability of Bldg. Resource Augmentation - Food Relief Asst.	12	PWDs & OPs	Issuance, OK Implementation of other agencies, Not OK

APPENDIX E

Training - Free training on vocational course with allowance.	7	PWDs & OPs	Hindi sapat na allowance. Kulang ang serbisyo ng instructress dahil s kakulangan sa kaalaman sa pagtuturo. Lack of time due to other priorities.
Training - Skills Trainings	8	PWDs & OPs	Not adequate because not all PWD can avail
Training - Practical skills training development - cooking, sewing, baking, stuff toys making, cosme- tology, gardening	NCR	Youth	Lack of time for counselling. Some clothings were provided by their parents. Lack of medical supplies - medicines
Training - PST (Training on Basic Massage)	5	PWDs & OPs	- Ang natutunan sa training ay nai-apply sa pamilya at iba pa. - Di pa sapat ang, kaipuhan (kailangan) tatlong buwan ang training.
Training - daily living service skill training - mobility orientation	7	PWDs & OPs	Di sapat dahil dapat lahat ng PWDs maka- avail.
Training - Training on massage/ reflexology with gratuity or training allowance of Php 50.00/day within 1 year	1	PWDs & OPs	Kulang ang oras sa training, kaya dindagdagan ko ang aking kaalaman sa pagaattend ng external trainings tungkol sa massage

Some regions cited that training is still inadequate due to the following: funding availability, limited availment of PWDs and lack of time for the training.

QUALITY Extracted Negative Comments			
Advocacy and Coordination	1	PWDs & OPs	Hindi sa aming bayan kasi di namin nakukuha ang 20% discount
Community Based Program	3	PWDs & OPs	Kulang
Community-Based Program	6	PWDs & OPs	Kulang Needs improvement.
Community-Based Program	6	W, C & Y	There are some facilitators who are strict and unapproachable. There are facilitators who insult us whenever they reprimand us w/c we find quite negative to us victim. Some encouraging, caring, and maintain communication after I left the shelter. We often have counseling but there are clients who don't want to talk about themselves. There is gap b/n them and the worker. House parent speaking bad words in front of the children. The terms use to reprimand us were very inappropriate.

The quality of community-based programs/services being provided need to be improved since there are still negative responses such as: programs are still inadequate.

Coordination	4	W, C & Y	Parang hindi maayos/maganda kasi until now wala pa ring katuparan/no result - maayos ang pakikitungo ng SW - nagpapaliwanag ang SW re: the process
Coordination	6	W, C & Y	Parents are not allowed to talk with the clients.
Coordination - Income & Employment	2	PWDs & Ops	Poor
Coordination - Issuance of ID	10	PWDs & OPs	Needs improvement
Coordination - Fare discount ID	8	PWDs & OPs	Di maganda dahil sa timeframe ng pagrelease
Honorarium of SC Officers	10	PWDs & OPs	Not good
Nursing care	9	PWDs & OPs	May kakulangan ang serbisyo as the needs of other PWDs were not yet met
Placement service/employment	9	PWDs & OPs	May pagkukulang pa
Referral	CAR	PWDs & OPs	No, because the Social Worker handling the case was very rude. It has a negative effect because until now, pagnagkasalubong kami, e walang pansinan
Resource Augmentation - Assistive Devices	CAR	PWDs & OPs	No, because I kept saying that the leg is heavy and our house has steps but the MSWDO wouldn't do anything about it.
Resource Augmentation - Educational Assistance	13	W, C & Y	Needs improvement in terms of processing

Resource Augmentation - Educational Assistance	NCR	Youth	The budget allotted for educational supplies are diverted to food purchase.
Resource Augmentation - Financial Assistance	2	DFs, DVs, IDPs	Hindi maganda kasi hindi siya nakatugon kaagad
Resource Augmentation - Livelihood assistance	7	PWDs & OPs	May kakulangan ang serbisyo as the quality of products produced.
Resource Augmentation - Housing	5	DFs, DVs, IDPs	Hindi dahil hindi kami nag-aaral. Nagtrabaho para makakain.
Resource Augmentation - Assistive device	8	PWDs & OPs	Some social workers are not approachable
Resource Augmentation - SEA - K	1	W, C & Y	Nakatulong pero hindi sapat. Kulang.
Resource Augmentation - SELF/LA	CAR	PWDs & Ops	No, because there is no market for the products; also, it is not profitable because it takes a while to make the products. Also, the cartons used are not the ordinary cartons, but those that come from T.I. It would seem the manufacturing is more costly and the labor is cheap because we receive P50.00 per day only.

Majority of the regions cited negative responses on the quality of the programs and services being provided. There has to be improved particularly on the programs for PWDs and OPs.

Training	8	PWDs & OPs	Not satisfied because of slow and non-implementation
Training	7	PWDs & OPs	Hindi maganda sa iba dahil depende pa rin sa pagtuturo.
Training - Self-enhancement	8	PWDs & OPs	Hindi gaanong maganda dahil kulang ang serbisyo na binibigay
Training - VocREHAB	6	PWDs & OPs	Needs improvement.
Training - VocREHAB	NCR	PWDs & OPs	No computer instructor for one month na
Training - VocREHAB	NCR	PWDs & OPs	No computer instructor for one month na
Training - VocREHAB	NCR	PWDs & OPs	No instructor
Training - VocREHAB	NCR	PWDs & OPs	No official instructor Minsan masungit ang SW

In terms of trainings provided, negative responses came from PWDs and OPs sectors. It was cited that they are not satisfied since trainings are still inadequate for them.

FACILITIES Extracted Negative Comments			
Centers and Institution (drop-in center)	13	W, C & Y	No function
Centers/Institutions		PWDs & OPs	Not Ok. Floorings are not good in senior citizen center. Needs improvement.
Centers/Institutions	6	W, C & Y	The Lingap Center was a mess when I arrived. The roof was leaking. There was a male staff w/ c did not help in the rehabilitation some of the victims I was with because of the sexual urges.
Centers/Institutions	CAR	W, C & Y	Small space for SWO 2s
Centers/Institutions - Homelife service (provision of basic needs like food, shelter & clothing)	9	PWDs & OPs	Malayo ang lokasyon
Centers/Institutions - RC	4	W, C & Y	Nagbabara ang CR May leak ang tubo ng lababo (sink) Kulang sa bentilasyon, Kulang sa electric fan
Centers/Institutions RC - PWD's Basic Social Services Medical, Psychological Vocational: Garment table	12	PWDs & OPs	Kulang sa materials.
Centers/Institutions RC - PWD's Basic Social Services Medical, Psychological Communication - sign language level 2	12	PWDs & OPs	Mainit ang room.
Centers/Institutions - Residential/Institutional Care	NCR	Youth	Lack of comfort room. Lack of beddings. Equipment - lacking particularly TV and electric fan. Only 4 houseparents are attending to the needs of the clients rendering shifting schedules. The facility has dengue history. The building is already old. Far from there family - affect the visiting time for their family. 7 cottages with 1 houseparent for 52 clients per cottage. The cottages are not enough and the materials provided are not sufficient due to many clients.

A negative response gathered from six (6) regions were focused on the centers and institutions. Considering these responses, most of the centers and institutions need improvement.

Community Based Programs and Services - SHCW	1	W, C & Y	Toilet barado ang isa. Ang kalinisan, depende sa ma-assign na maglinis. Okey lang ang lokasyon tabi ng kalsada.
Community Based Programs and Services RRCY	1	W, C & Y	CR ang problema. Barado walang pump, marami rin kasi ang kliyente. Ang tulugan (kama) kulang, madaling masira. Malilikot kasi ang ibang ksama naming. Kulang talaga ang facility, pero okey lang naman ang lokasyon
Community Based Programs and Services SHCW	1	W, C & Y	Mga bintana lagging pinapako, dahil lagging nakikipagsensasyon sa RRCY clients.
Community-Based Program	6	PWDs & OPs	Needs improvement.
Community-Based Program	6	PWDs & OPs	Needs improvement.
Community-Based Program	6	W, C & Y	There are times when the place is untidy because some clients are not responsible enough to do their part in cleaning the surroundings.
Community-Based Program	6	W, C & Y	There are rooms that don't have lighting. There is also water leakage and flies are all over the place because of the nearby poultry.
Coordination - Issuance of Senior Citizen ID	13	PWDs & OPs	Not applicable
Coordination and Communications - Notice for meetings and assemblies	8	PWDs & OPs	Wala pang fax or internet
DCC	7	DFs, DVs, IDPs	Day Care Center was very small more space is occupied by the office of the social worker.
Foster Care	2	W, C & Y	Comfort room needs repair
Haven Community Based Programs and Services	1	W, C & Y	Pag-umuulan parang nababaha.
Haven Community Based Programs and Services	1	W, C & Y	Sa bubong may butas sa lobby at sa kwarto. Pumapasok pa ang tubig sa bintana kasi basag ang mga ito. Binabasag ng ibang clients na mentally retarded at sinisira ang ibang gamit.
Health & Nutrition	2	PWDs & Ops	Lack of facilities
Implementation of Accessibility Law (BP 344)	2	PWDs & Ops	Lack of facilities (OP) No facilities for (PWDs) which will serve as independent living center
Legal assistance	NCR	Youth	Service vehicle when attending court hearing - just commuting with PUB and PUJ.
Participation in social gathering	9	PWDs & OPs	May kakulangan pa
Referral	CAR	W, C & Y	Mainit ang SEA Unit Office, kailangan ng electric fan.
Referral	CAR	W, C & Y	SEA Unit office ay mainit
Referral	CAR	W, C & Y	SEA-Unit needs ventilation.
Referral	12	W, C & Y	Mainit. Walang aircon, may kalumaan ang building. Maliit ang kwarto/opisina.
Referral	12	W, C & Y	Masikip ang opisina sa Taurong. Maraming nakatambak na papeles.

APPENDIX D

Resource Augmentation - SELF/LA	CAR	PWDs & Ops	Not so, because although there is a venue provided for the workshop, there is limited space for display.
Resource Augmentation	CAR	PWDs & Ops	No, because the equipments being used are those which the volunteers bring with them
Resource Augmentation - SELF-E/LA	12	PWDs & OPs	Walang center, ginagamit ang multi-purpose building ng brgy.
Resource Augmentation - Educational assistance Shelter assistance Transportation assistance	9	W, C & Y	Lack of facilities Comfort rooms need fixing
Resource Augmentation - Financial Assistance for medicine (AICS)	8	DFs, DVs, IDPs	I was lost when I came here because its my first time to visit DSWD
Resource Augmentation - Fire Victims SEA Recipient (5,000)	3	DFs, DVs, IDP	Ok naman, kaya lang maliit ang lugar sa dami ng kliyente kasi nakikishare lang sa office ng Senior Citizen.
Resource Augmentation - Income & Employment	2	PWDs & Ops	Inaccessible
Resource Augmentation - LA	12	DFs, DVs, IDPs	Facilities medyo masikip
Resource Augmentation - LA	12	DFs, DVs, IDPs	Masikip ang lugar/ office ng MSWDO. Sa kalinisan may CR na pwedeng gamitin.
Resource Augmentation - LA	12	DFs, DVs, IDPs	Masikip ang office. Luma ang typewriter, at least malinis ang office.
Resource Augmentation - Livelihood projects	10	PWDs & OPs	Lack of facilities
Resource Augmentation - Assisting devices like canes & wheelchair	9	PWDs & OPs	May kakulangan pa
Resource Augmentation - Basic needs i.e. food, clothing, medicine, shelter	7	W, C & Y	Center lacks beds, not proportionate to the number of wards. Provide sports activities but are scheduled/with time limit. Defective bathroom facilities used i.e. busted shower.
Resource Augmentation - Basic needs i.e. food, clothing, medicine, shelter	7	W, C & Y	Noisy and dusty due to location of center (near highway). No janitor. Lack of beds/overcrowded bedrooms. Dusty outdoor play area/grounds Prone to escapes due to low fencing.

APPENDIX D

Resource Augmentation - SELF/LA	CAR	PWDs & Ops	No
Resource Augmentation - Social services referral for prosthesis & other operations	9	PWDs & OPs	Maputik kung umuulan nahahirapan ang mga PWD
Security Service - escort during court hearing	NCR	Youth	Lack of security. There are peeping toms in nearby surroundings.
Training	7	DFs, DVs, IDPs	Accommodation is not good.
Training	13	PWDs & OPs	No specious building to be used in the implementation of the service
Training - Free training on vocational course with allowance.	7	PWDs & OPs	Obsolete na nag facilities lalo na ang sa Electronics. The comfort room is dirty. Ok lang ang layo. Hindi sementado ang daan at walang covered walk.
Training Skills Trainings	8	PWDs & OPs	Lack of facilities due to not all equipment are available
Training - Self-enhancement	8	PWDs & OPs	The office is not accessible but the place is clean
Training - SOC MOB - RSWADAP, Inc. Continuous provision of PA through leadership training, housing projects, economic productivity	11	PWDs & OPs	Ok but lately venues for meetings conducted by DSWD are not friendly or not accessible to PWDs as the location is usually on the second floor
Training - VocREHAB	NCR	PWDs & OPs	Kulang pa sa facilities
Training - VocREHAB	NCR	PWDs & OPs	Malapit sa tirahan, kulang sa computer at luma na ang mga PC
Training - VocREHAB (PWDs)	6	PWDs & OPs	Kulang (lacking).
Training - VocREHAB (PWDs)	6	PWDs & OPs	Medyo kulang-kulang (quite lacking).
Training - VocREHAB (PWDs)	6	PWD & OPs	Needs improvement.

Only six (6) regions cited negative responses when it comes to the conduct of trainings. These responses came from PWDs and OPs sectors. It was mentioned that facilities are still lacking while some needs improvement.

APPENDIX D

PARTICIPATION Extracted Negative Comments			
Advocacy - Implementation of the Law	2	PWDs & Ops	No consultation was conducted
Only Region 2 cited that no consultation was conducted relative to the implementation of law.			
Coordination	1	PWDs & OPs	Aggressive Officers of the Luna Senior Citizens' Assn. Nagkaroon ng factions.
Coordination -Fare discount ID	8	PWDs & OPs	Walang konsultasyon na nangyari
Coordination and Communication	5	DFs, DVs, IDPs	Wala kasi utos ni Mayor dahil kung hindi kami umalis, mamamatay kami.
Income & Employment	2	PWDs & Ops	Lack of participation
Placement service/ employment	9	PWDs & OPs	Kulang pa
Resource Augmentation	CAR	PWDs & OPs	Not so because the MSWDO won't listen to my suggestion and comment about the artificial leg
Resource Augmentation	CAR	PWDs & Ops	No
Resource Augmentation - Financial/material assistance	CAR	DFs, DVs, IDP	Wala po
Resource Augmentation - Medical assistance	CAR	DFs, DVs, IDP	Wala po
Resource Augmentation - Finanacial Assistance, House Assistance)	5	DFs, DVs, IDPs	Hindi
Resource Augmentation - Assisiting devices like canes & wheelchair	9	PWDs & OPs	Our ideas and suggestions were requested but not yet answered.
Resource Augmentation - SEA-K, AICS, ERPAT Training, Mutual Aid Assisetance. PH Program	6	DFs, DVs, IDPs	Some are OK, some are ningas cogan.
Resource Augmentation - SELF/LA	CAR	PWDs & Ops	No, because we were not consulted on what skills enhancement was preferred/needed by the PWDs

The PWDs, OPs, DFs, DVs, and IDPs sectors affirmed that it is not participatory when it comes to the provision of resource augmentation.

Security services	9	PWDs & OPs	Inadequately communications
Training - VocREHAB (PWDs)	6	PWDs & OPs	Pigado (poor participation)

APPENDIX E

WORKSHOP 2 RESULTS
ISSUES AND PROBLEMS

Issues and Problems That Need To be Addressed

Legend:
W, C & Y - Women Children and Youth
PWDs & OPs - PWDs and Older Persons
DFs, DVs, IDPs - Disadvantaged Families, Disaster Victims, Internally Displaced Persons

THEMES	REGIONS	SECTOR	STATEMENT
?	11	W, C & Y	Children (GHG)
?	6	DFs, DVs, IDPs	Community Participation
?	10	DFs, DVs, IDPs	Pagpapa-aral sa Day Care Center
?	12	DFs, DVs, IDPs	Edukasyon ng mga anak
?	5	W, C & Y	Once na may hinihikayat kami na youth na mag-join, nag-eexpect ki benefits (financial support), tinatanong din kung nasusulustunang ang mga nangyayari sa youth ngayong panahon, dahil ang ibang youth napapariwara.
?	13	PWDs & OPs	Senior Citizen be allowed to solicit funds for the operationalization of the Day Center activities
?	8	PWDs & OPs	Higher passing score for the placement examination for the PWDs
?	10	DFs, DVs, IDPs	Trabaho ng mga estudyante na nandiyan sa center project sa eskwelahan ng mga estudyante.
?	10	W, C & Y	Outside recreation/socialization activities were no longer as per regions directive (RRCY)
?	5	PWDs & OPs	Pagiging bulag
?	1	Families	RR of the Kabidayan Club
?	10	W, C, & Y	Hoping that they will not disregard the person who they are.
+	8	W, C & Y	Wala akong masasabing problema sa DSWD kasi maganda naman ang pagdadala nila sa akin
Adequacy-Counselling	8	PWDs & OPs	Lack of counselling for the organized PWDs in local level
Adequacy-DCC	1	Families	No Day Care Center yet - the Barangay Hall served as the Day Care Center and Health Center
Adequacy-DCC	12	DFs, DVs, IDPs	No day care center
Adequacy-DCC	12	DFs, DVs, IDPs	No chairs, tables for the day care centers
Adequacy-DCC	12	DFs, DVs, IDPs	No day care facilities
Adequacy-educational	CAR	W, C & Y	No source of tuition fees for the clients
Adequacy-education	NCR	PWDs & OPs	Lack of educational materials
Adequacy-educational	NCR	Youth	Kulang sa educational assistance
Adequacy-education	3	DFs, DVs, IDP	High School/College Scholarship
Adequacy-educational	4	W, C & Y	Kulang sa educational assistance
Adequacy-educational	4	W, C & Y	Kulang pa ang assistance para matugunan ang basic needs tulad ng edukasyon, pagkakaroon ng hanapbuhay
Adequacy-educational	7	W, C & Y	Secondary educational not provided in the center
Adequacy-educational	9	W, C & Y	Secondary education not provided in center
Adequacy-educational	10	DFs, DVs, IDPs	Educational assistance especially solo parents.

Issues and Problems That Need To be Addressed

Adequacy-educational	10	DFs, DVs, IDPs	Hindi makapagbigay ng pangangailangan sa eskwelahan.
Adequacy-financial	CAR	W, C & Y	Inadequate financial, inadequate market
Adequacy-financial	3	PWDs & OPs	Lack of financial support to FSCAP for social activities
Adequacy-financial	5	W, C & Y	Financial support lalo na sa mga di pumapasok sa eskwelahan, yung iba naglalayas.
Adequacy-financial	7	W, C & Y	Parents, relatives unable to visit due to financial constraints.
Adequacy-financial	9	W, C & Y	Limited financial and education assistance
Adequacy-financial	9	W, C & Y	No financial assistance/fare for visiting parents, relatives
Adequacy-financial	10	PWDs & OPs	Inadequate funding
Adequacy-financial	13	PWDs & OPs	No funds available to operationalize the Day Center activities
Adequacy-financial	13	W, C & Y	Limited financial assistance Delayed release of service
Adequacy-financial	13	W, C & Y	Limited cash assistance
Adequacy-housing	3	DFs, DVs, IDP	Housing Assistance
Adequacy-housing	10	DFs, DVs, IDPs	Housing assistance
Adequacy-housing	11	DVs, DFs, IDPs	Needs assistance to facilitate housing
Adequacy-IGP	CAR	DFs, DVs, IDP	Limited capital assistance
Adequacy-IGP	NCR	W, C & Y	Trabaho para sa solo parent
Adequacy-IGP	NCR	W, C & Y	Financial, livelihood, sustainable income may age limit sa pagtanggap ng trabaho, pera para matugunan ang requirements, seguridad sa trabaho
Adequacy-IGP	CAR	W, C & Y	Increase capital fund; 20T for each member
Adequacy-IGP	1	PWDs & OPs	Limited capital assistance
Adequacy-IGP	1	Families	Possibility of extending loan for an IGP (buy and sell)-client is widow with 6 children
Adequacy-IGP	1	Families	Puede pautang for IGP Salt Making (2)
Adequacy-IGP	1	Families	Possibility of extending loan for an IGP (i.e. salt making) -client is 57 years old, widow and no employment
Adequacy-IGP	2	PWDs & OPs	Lack of funds to finance I.G.P. and enhance entrepreneurial capacity
Adequacy-IGP	2	DFs, DVs, IDPs	Karagdagang hanapbuhay at kakayahan para mapabuti ang buhay
Adequacy-IGP	3	DFs, DVs, IDP	Livelihood/Capital assistance to increase
Adequacy-IGP	3	W, C & Y	Employment
Adequacy-IGP	3	DFs, DVs, IDP	Lack of job opportunities/Job Placement
Adequacy-IGP	3	W, C & Y	Livelihood
Adequacy-IGP	5	DFs, DVs, IDPs	Pagkakaroon ng mga livelihood
Adequacy-IGP	6	W, C & Y	Lack of income generating activities
Adequacy-IGP	6	PWDs & OPs	Employment, 100% not fully identified
Adequacy-IGP	7	DFs, DVs, IDPs	Lack of capital premises
Adequacy-IGP	8	DFs, DVs, IDPs	Capital Assistance for livelihood to the victims of disaster
Adequacy-IGP	8	PWDs & OPs	Lack of opportunity for employment to PWDs
Adequacy-IGP	9	PWDs & OPs	Kulang ang job/employment opportunity para sa mga may kapansanan
Adequacy-IGP	10	DFs, DVs, IDPs	There should have an income while at the center

Issues and Problems That Need To be Addressed

Adequacy-IGP	10	DFs, DVs, IDPs	Livelihood for the parents that have no job
Adequacy-IGP	10	PWDs & OPs	lacking seed capital
Adequacy-IGP	10	DFs, DVs, IDPs	Sole parents that has job
Adequacy-IGP	11	DVs, DFs, IDPs	Assistance for livelihood projects for women
Adequacy-IGP	11	DVs, DFs, IDPs	Livelihood problem since the time we transferred to our new housing project
Adequacy-IGP	12	CPWDs & OPs	Purchase of high speed sewing machine
Adequacy-IGP	12	DFs, DVs, IDPs	No funding for the livelihood projects
Adequacy-IGP	12	DFs, DVs, IDPs	Lack of funds for the livelihood for other services
Adequacy-IGP	13	PWDs & OPs	No funds available for the livelihood project
Adequacy-IGP	13	DFs, DVs, IDPs	Livelihood projects
Adequacy-medical	3	DFs, DVs, IDP	Medical Assistance
Adequacy-medical	3	W, C & Y	Medical Services
Adequacy-medical	NCR	Youth	Kulang sa medical assistance
Adequacy-medical	NCR	PWDs & OPs	Medical staff like dentist, doctors who will visit them (OPs) regularly
Adequacy-medical	4	W, C & Y	Kulang sa medical assistance
Adequacy-medical	5	PWDs & OPs	Kulang ang pambili ng gamot sa sakit na postate cancer
Adequacy-medical	7	PWDs & OPs	No regular resident doctor
Adequacy-medical	8	DFs, DVs, IDPs	Inadequate financial support for present problem (Bypass operation)
Adequacy-medical	8	PWDs & OPs	Lack of medicines in hospital for Older Person
Adequacy-medical	10	DFs, DVs, IDPs	Lack of Medicines
Adequacy-others	6	DFs, DVs, IDPs	Lacks marketing
Adequacy-others	6	DFs, DVs, IDPs	Networking
Adequacy-rehab	4	W, C & Y	Hindi continuous and rehabilitation
Adequacy-relief	3	DFs, DVs, IDP	Additional assistance for fire victims
Adequacy-relief	12	DFs, DVs, IDPs	Support from national government for the program for victim of calamity
Adequacy-targeting	NCR	DFs, DVs, IDPs	> Limited number of children can avail the project (30 children per module) > Only 0-6 years old children can avail the project

Most concerns raised revolved around adequacy of programs and services:

- Livelihood, employment, capital, income generating projects (most often mentioned, all regions except for Region 4 by all sectors)
- Financial Assistance (CAR, 3,4,7,9,10,13)
- Medical (NCR, 3,4,5,7,8,10)
- Educational (NCR, 3,4,7,9,10)
- Housing (3,10,11)
- Day Care Centers Facilities and Equipment (1,12)
- Relief (3,12)
- Rehabilitation (4)
- Counseling (8)

Advocacy	NCR	PWDs & OPs	Accessibility law implementation
Advocacy	CAR	PWDs & OPs	Implementation of laws - establishment of SC Center. Only 3 municipalities have established 11 years nang na issue ang RA 7876. Not a priority project of LGUs - (SC)

Issues and Problems That Need To be Addressed

Advocacy	CAR	PWDs & OPs	1% of the IRA from LGUs (Sec. 29 of the GAA, 2002) Reserved for PWDs and OPs for programs & services FSCAP should pass a resolution for the release of 1% IRA. Kailangan pa ba, dapat hindi na kasi batas ito.
Advocacy	1	Families	DSWD to look into establishments not honoring the Sr. Citizens' ID
Advocacy	1	PWDs & OPs	Poor Implementation of BP 344 and RA 7277
Advocacy	2	PWDs & OPs	Poor Implementation
Advocacy	6	PWDs & OPs	Not every municipality has senior center (lack of funds)
Advocacy	6	PWDs & OPs	RA 9257 - ignorance of the law IRR is not yet implemented. • No IRR
Advocacy	6	PWDs & OPs	Not fully implemented (1% OPDA appropriated) wala na implement maayo (not implemented well)
Advocacy	7	PWDs & OPs	Lack of senior citizen center
Advocacy	7	PWDs & OPs	Non-recognition of the senior citizen organization of local Social Welfare and Development (SWD) due to political reason
Advocacy	8	PWDs & OPs	Non-compliance of the DSWD Regional Office on Batasan Pambansa Bldg. 344
Advocacy	8	PWDs & OPs	LGU are not implementing or are slow implementation of RA 9257
Advocacy	8	PWDs & OPs	Non-implementation or compliance of the fare discount/ID
Advocacy	8	PWDs & OPs	Creation of OPDA
Advocacy	9	PWDs & OPs	Sana ipatupad and accessibility law sa mga publikong lugar gaya ng mga hotels at malls
Advocacy	10	PWDs & OPs	Gross violation of RA 7432 as follows: a.) Some pharmacies/botika do not give the 20% discount b.) Others denied the availability of the needed drugs/medication c.) Delayed delivery of needed drugs
Advocacy	10	PWDs & OPs	Bus companies do not grant 20% discount on transportation fare
Advocacy	11	PWDs & OPs	Poor implementation of the mainstreaming program because "Accessibility Law" has not been fully implemented
Advocacy	11	PWDs & OPs	Not implemented considering that concerned LGUs have already extended funds for various programs/services thru the city/Municipal Social Welfare Offices and other agencies
Advocacy	12	CPWDs & OPs	Implementation of Magna Carta of PWDs re: Employment
Advocacy	12	PWDs & OPs	- The 20% privilege in the purchase of medicine, and transportation is not fully implemented by concerned "Botika and Transpo. Co." - OSCA IDs under RA 7432 is no longer accessible if RA 9257 prevail a change is needed
Advocacy	13	PWDs & OPs	Most of the Drug Store will not grant 20% discount except for the Mercury Drugs Store

Issues and Problems That Need To be Addressed

Advocacy	13	PWDs & OPs	Some transport operators will not give discount privilege to PWDs
Problem in the implementation of the following laws and provisions: (All regions except 3 and 5)			
<ul style="list-style-type: none"> ■ Accessibility Law ■ RA 7432/RA9257 ■ Discounts for OPs and PWDs ■ Magna Carta of PWDs ■ OPDA Creation and Appropriations ■ Senior Citizen Centers ■ BP 344 and RA 7277 			
Appropriateness	CAR	PWDs & OPs	Hindi nagagamit dahil mabagal, hindi angkop sa paa nila
Appropriateness	CAR	PWDs & OPs	No appropriate action from DSWD
Appropriateness	7	PWDs & OPs	Lack of focus on braille instructions and sign language
Specific comments about appropriateness: (CAR and 7)			
<ul style="list-style-type: none"> ■ Problem with Artificial legs ■ Lack of focus on braille instructions and sign language ■ No appropriate action 			
Case handling	NCR	Youth	Immediate handling of the case
Case handling	7	DFs, DVs, IDPs	How to response and handle the abused cases
On Case Handling			
<ul style="list-style-type: none"> ■ Timeliness ■ Handling of cases of abused (women/children?) 			
Coordination	NCR	Youth	Coordination of DSWD with other agencies such as PNP and court
Coordination	2	PWDs & OPs	Lack of coordination to agencies concerned
Coordination	4	W, C & Y	Coordination of DSWD with other agencies such as PNP and court
Coordination	4	W, C & Y	Iwasan ang pananakit ng mga pulis sa mga YOs
Coordination	13	DFs, DVs, IDPs	Other problems in CIDSS brgy should also be looked into by the DSWD
Lack of Coordination (NCR,2,4,13)			
<ul style="list-style-type: none"> ■ PNP ■ Court ■ Concerned agencies 			
Court Cases	CAR	W, C & Y	Irregular presence of SW for court hearings
Court Cases	CAR	W, C & Y	Regular representation of DSWD for court hearings
Court Cases	1	W, C & Y	Delayed hearing
Court Cases	4	W, C & Y	Immediate handling of the case
Court Cases	8	W, C & Y	Para sa akin ang isyu o problema na dapat tugunan ng DSWD na mapabilis ang kaso ng mga bata sa DSWD
Court Cases	NCR	W, C & Y	Mapadali ang kaso
Delays in Court Cases (CAR, NCR, 1,4,8) was also mentioned as a problem.			
Facilities	NCR	PWDs & OPs	Need for boarding house in NVRC compound
Facilities	NCR	W, C & Y	Kulang sa gamit (kitchenwares-Haven)
Facilities	NCR	PWDs & OPs	Repair of facilities e.g. CR
Facilities	NCR	PWDs & OPs	Health problem among elderlies e.g. isolation facilities for TB patients
Facilities	NCR	PWDs & OPs	Senior Citizens facilities

Issues and Problems That Need To be Addressed

Facilities	CAR	W, C & Y	No permanent place of meeting of Women's Org
Facilities	1	W, C & Y	Bumabaha ang center
Facilities	1	W, C & Y	Paradong CR
Facilities	4	W, C & Y	Kulang sa budget - improvement para sa facilities, minsan para sa food inutang na
Facilities	6	W, C & Y	■ Cleanliness not maintained
Facilities	7	DFs, DVs, IDPs	Day Care Center is not spacious
Facilities	7	DFs, DVs, IDPs	Day Care Center is temporarily located at the DECS
Facilities	7	W, C & Y	Structure of center prone to escapes i.e. low fence
Facilities	7	W, C & Y	No study rooms, bedrooms not convenient for studying, conference room are always locked when needed as study room
Facilities	7	W, C & Y	No stage for presentation during special occasions
Facilities	7	W, C & Y	Dusty outdoor playground
Facilities	7	W, C & Y	Defective comfort room i.e. no flush
Facilities	7	PWDs & OPs	Lack of nursing homes to the least fortunate senior citizen
Facilities	7	PWDs & OPs	Obsolete facilities particularly on electronics courses
Facilities	7	W, C & Y	Lacks bed/bedroom space. Secondary education not provided in center
Facilities	7	W, C & Y	No room/sleeping space provided for visitors, parents and relatives
Facilities	7	PWDs & OPs	Sub-standard massage table
Facilities	7	PWDs & OPs	No covered walk and uncemented road along the center
Facilities	8	W, C & Y	To have the Youth Center for physically abused youth or maltreated
Facilities	10	DFs, DVs, IDPs	Lack of center
Facilities	10	PWDs & OPs	No transportation facilities
Facilities	11	DVs, DFs, IDPs	Problems on CR, Light & water
Facilities	11	PWDs & OPs	Venue of training/venue not PWD friendly
Facilities	11	DVs, DFs, IDPs	Not all residents were able to transfer due to lack of CR, light & water
Facilities	12	CPWDs & OPs	Facilities: lack of talking computer, brailer, additional classroom
Facilities	12	CPWDs & OPs	Accessibility facilities
Facilities	12	DFs, DVs, IDPs	No kalipi bldg.
Facilities	12	DFs, DVs, IDPs	Lack rehabilitation bldg.
Facilities	12	DFs, DVs, IDPs	Repair of the day care centers
Facilities	13	W, C & Y	Drop-in centers not functional
Facilities	13	PWDs & OPs	No space for the conduct of physical fitness activities in Butuan City

Complaints about the lack of or quality of facilities needing improvement were expressed (NCR, 1,4,6,7,8,10,11,12,13 with 7 citing most of the complaints)

Follow-up	4	W, C & Y	Walang follow-up sa mga YO's paglabas ng center
Follow-up	6	W, C & Y	No follow-up from both LGU/NGO/NGAs

Issues and Problems That Need To be Addressed

Follow-up	8	DFs, DVs, IDPs	After giving the emergency assistance (food commodities & used clothing), DSWD has no follow-up to the disaster victims
Monitoring	6	W, C & Y	Lack of monitoring of Youth Projects by FO in some LGUs
Implementation of Plans	11	W, C & Y	Kung ano ang pinagkasunduan sa mga activities ay dapat ipagpatuloy e.g. Regional Youth Convention, handi natuloy dahil walang tumutuk na concerned staff sa naturang activity

Follow-up of cases and follow through of plans were regarded as lacking (4,6,8,11)

Information Dissemination	1	PWDs & OPs	Lack of Info-Dissemination of Senior Citizens' Benefits
Information Dissemination	7	DFs, DVs, IDPs	Lack of information on the other programs and services of DSWD
Information Dissemination	12	PWDs & OPs	The issuance of Joint Circ. No. 1, 2003 by the DBM & DSWD were not generally circularized to offices concerned
Information Dissemination	NCR	DFs, DVs, IDPs	Identification of center where the street children should be placed

Lack of information dissemination was cited (NCR, 1,7,12)

Not for DSWD	CAR	PWDs & OPs	Walang outlet yung finished products nila; tulungan ng DSWD
Not for DSWD	CAR	PWDs & OPs	There is a pedestrian lane pero wala namang nagtatrapik. Dapat may pulis na magdirect ng trapik
Not for DSWD	CAR	W, C & Y	Increase access for products
Not for DSWD	NCR	DFs, DVs, IDPs	Palupa
Not for DSWD	NCR	DFs, DVs, IDPs	Housing
Not for DSWD	NCR	DFs, DVs, IDPs	Garbage collection
Not for DSWD	NCR	DFs, DVs, IDPs	Acquiring Birth Certificate
Not for DSWD	NCR	DFs, DVs, IDPs	Site and Construction of Church
Not for DSWD	NCR	DFs, DVs, IDPs	> Elementary level- the session is only 4 hours > Only 2 schools (PUP & TUP) are available in the list. There are courses that are not available/offered in the 2 schools.
Not for DSWD	1	Families	Spring Development - no potable water (this is one of the identified unmet need in the MBN survey)
Not for DSWD	1	Families	Spring Development Water - Brgy. Bauang-Unmet Need - MBN
Not for DSWD	1	Families	Possibility of relocation (from coastal area to non-disaster prone area)
Not for DSWD	1	Families	Possibility for relocation for evacuees to any non-disaster prone area
Not for DSWD	4	W, C & Y	Pagcommit ng crimes, kulang sa pag-assist ng Social Worker
Not for DSWD	6	DFs, DVs, IDPs	Floody river
Not for DSWD	6	DFs, DVs, IDPs	■ No outlet ■ Women crimes
Not for DSWD	7	DFs, DVs, IDPs	Unemployment of college graduates
Not for DSWD	8	PWDs & OPs	Slow process of their retirement benefits
Not for DSWD	8	DFs, DVs, IDPs	Unemployed children of SEA-K beneficiary

Issues and Problems That Need To be Addressed

Not for DSWD	10	DFs, DVs, IDPs	Medicines
Not for DSWD	12	DFs, DVs, IDPs	farm to market roads
Not for DSWD	12	DFs, DVs, IDPs	No health centers
Not for DSWD	12	DFs, DVs, IDPs	Peace and order
Not for DSWD	13	W, C & Y	Pollution because of dirty kitchen used by neighbors
Not for DSWD	13	DFs, DVs, IDPs	Why is the process in PhilHealth so slow

A good number of issues and problems expressed were not for DSWD alone or entirely for DSWD's responsibility (eg. Garbage and pollution, floody river, farm to market roads, peace and order).

Program	NCR	DFs, DVs, IDPs	Schools for disabled persons in the barangay
Program	NCR	DFs, DVs, IDPs	Adoption process
Program	NCR	W, C & Y	Serbisyo para sa drug dependents
Program	1	Families	Needing assistance re: availment of SSS benefit of deceased husband (husband used to work as Utility Worker at San Fernando City. He died in 1996 but client claimed that there was no burial benefit whatsoever which was given by SSS)
Program	2	W, C & Y	Residents are "spoiled" - very limited responsibility given to residents
Program	3	PWDs & OPs	Fund Run Project (Physical fitness) - kung puedeng pumasok ang DSWD para magbigay ng recognition or medal to Senior Citizens
Program	7	W, C & Y	Limited time for sports/recreational activities
Program	8	W, C & Y	Mas tutukan pa ang social preparation sa barangay bago magkaroon tumanggap ng livelihood, kasi yung grupo madaling magkahiwalay
Program	11	W, C & Y	Other SEA-K members were disorganized
Program	11	W, C & Y	Problem ng street children sa City On Adoption

Specific comments and suggestions on sectoral programs were expressed (NCR,1,2,3,7,8,11):

- No schools for PWDs in barangay
- Lack of services for drug dependents
- Problem of Street Children
- Adoption
- Limited time for sports/recreation
- Social Preparation to improve project group cohesion
- Spoiled center residents
- Burial Assistance

Quality of SW services	1	PWDs & OPs	Behavioral Attitudes towards PWDs
Quality of SW services	4	W, C & Y	Mabawasan ang deskriminasyon sa mga Youth Offenders
Quality of SW services	6	W, C & Y	<ul style="list-style-type: none"> ■ Some staff doctoring DTR Logbook ■ House parent "swearing" ■ Unapproachable staff ■ Some staff not providing regular supply of milk/Milo due to mistakes/misbehavior of some clients
Quality of SW services	6	W, C & Y	Not all staff are good in counseling
Quality of SW services	6	W, C & Y	Late arrival of SW assigned to attend court hearing (caused postponement)
Quality of SW services	6	W, C & Y	Immediate medical attention (suicidal, unexpected child delivery, etc.

Issues and Problems That Need To be Addressed

Quality of SW services	6	PWDs & OPs	Minimal support of DSSD Bacolod which results to non-approval of project proposal
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Complaints about the quality of service of SW were raised particularly in region 6. Regions 1 and 4 expressed related comments.

Resource limitations	NCR	Youth	Lack of Social worker and houseparent
Resource limitations	CAR	DFs, DVs, IDPs	- VIPY honorarium (Nagtatrabaho po ako barangay to barangay at nagpapaxerox po ng mga ibang papeles na galing sa korte hindi po magkasya yung 500.00 kung puwede lang pong dagdagan ang honorarium)
Resource limitation	NCR	Youth	Kulang sa budget - improvement para sa facilities, minsan para sa food inutang na
Resource limitation	NCR	PWDs & OPs	Kulang sa manpower
Resource limitation	NCR	DFs, DVs, IDPs	The session is only 3 hours due to lack of DCCs/DCWs
Resource limitation	NCR	DFs, DVs, IDPs	Additional DCC/DCW including gamit inside DCC
Resource limitation	NCR	Youth	Kulang sa sasakyan para makapunta sa hearing ng kaso
Resource limitation	1	W, C & Y	Kaunti ang staff, minsan kapag maraming kliyente hindi na kaya ng staff
Resource limitation	1	W, C & Y	Kulang ang supply sa center
Resource limitation	1	Families	Kulang ng DCC/BYHA/DCC
Resource limitation	2	W, C & Y	Kulang ang staff sa Haven (1HP/Shift) kaya may nakakatakas kasi hindi masyadong nababantayan
Resource limitation	4	W, C & Y	Low quality of food (e.g. itlog na pula, mas marami ang bulok kaysa makakain)
Resource limitation	4	W, C & Y	Kulang sa houseparent
Resource limitation	4	W, C & Y	Kulang sa sasakyan para makapunta sa hearing ng kaso
Resource limitation	6	W, C & Y	<ul style="list-style-type: none"> ■ One staff reports only twice a month ■ Only one staff assigned for the day
Resource limitation	6	W, C & Y	No vehicle during emergency cases
Resource limitation	6	W, C & Y	Inadequate medical supplies
Resource limitation	7	PWDs & OPs	Utilization of multi-purpose center as bodega or warehouse of the AVRC
Resource limitation	7	W, C & Y	Abscendence is due to lack of center staff and is unable to guard all clients
Resource limitation	7	DFs, DVs, IDPs	Lack of PEO staff who can monitor the projects
Resource limitation	7	W, C & Y	Lack of social workers in center
Resource limitation	7	DFs, DVs, IDPs	Subsidy of the Foster Care Parent is not enough
Resource limitation	7	W, C & Y	Lack of social workers to handle their cases especially from outside Cebu clients
Resource limitation	10	DFs, DVs, IDPs	Facilities for Day Care Center - kulang ang resources

Issues and Problems That Need To be Addressed

- Manifestation of resource limitations in the following areas (NCR, CAR, 1,2,4,6,7,10):**
- Lack of Transportation, specially when attending to court cases or for emergency cases
 - Low Quality Food in the centers
 - Subsidy for foster parents
 - Insufficient VIPY honorarium
 - Lack of personnel
 - Facilities (absence and quality; multi-usage)
 - Lack of supplies and materials

Sector problem	NCR	W, C & Y	Trabaho dalhin sa probinsiya
Sector problem	NCR	Youth	Involvement with the third sex - affairs
Sector problem	NCR	DFs, DVs, IDPs	Malnutrition
Sector problem	1	PWDs & OPs	Low Employment opportunities for PWDs
Sector problem	5	DFs, DVs, IDPs	<ul style="list-style-type: none"> - Sana makapag-aral kami - Gusto naming makabalik sa aming tirahan - Sana di na kami takutin ng army - Nalungkot, hindi naman kami mga rebelde bakit sinasabi nilang rebelde kami
Sector problem	5	W, C & Y	Maraming Nanay ang nagsusugal ng "tong-its"
Sector problem	5	W, C & Y	Pre-marital sex/pregnancy/abortion
Sector problem	5	W, C & Y	Drug-addiction, alcoholism, smoking
Sector problem	5	W, C & Y	Youths not organized/not united
Sector problem	6	W, C & Y	High incidence of abandoned children
Sector problem	6	W, C & Y	Some clients not attending formal education
Sector problem	6	DFs, DVs, IDPs	Members are not visible because of financial crisis
Sector problem	6	DFs, DVs, IDPs	Disaster (flood)
Sector problem	7	DFs, DVs, IDPs	Rampant drug addiction
Sector problem	8	PWDs & OPs	Shyness of the PWDs
Sector problem	8	PWDs & OPs	Lack of education for the PWDs
Sector problem	8	W, C & Y	<p>Ang dapat tugunan ng DSWD sa aming grupo ay kailangan mabigyan ng pansin ang mga Youth upang masugpo ang mga illegal na gawa;</p> <ul style="list-style-type: none"> a. Magbigay pansin ang mga kabataan lalo na sa droga b. Sexual Harassment c. Lack of Education d. Early Marriage e. Abortion
Sector problem	8	W, C & Y	<p>Problema ko ang iba kong kasamahan lalo na pagbumibisita ang mga Social Workers at magtanong kung saan napunta ang perang pinahiram nila sa amin, pero okey lang sa akin dahil meron pa. Pero sa iba, wala na, gusto lang nila maka-aral ng second loan pero hindi marunong magbayad</p>
Sector problem	8	PWDs & OPs	Lack of scholarship opportunities for the PWDs
Sector problem	9 *	DFs, DVs, IDPs	We have problems to our members in the Association SKA-loan because they don't appear in the monthly meeting
Sector problem	9	PWDs & OPs	Pagkakaroong ng mga scholarship grants

Issues and Problems That Need To be Addressed

Sector problem	10	W, C & Y	May request sanang tulong magkaroon ng flood control sa Barangay Amores, El Salvador, Misamis Oriental
Sector problem	10	W, C & Y	Some issues that I encountered in every youth are they want to finish their studies and to have a scholarship program for OSY.
Sector problem	11	PWDs & OPs	<p>Inadequate Massage Clinic as a result of more PWDs who were trained on massage</p> <p>Close competition with sighted "masseurs"</p> <p>Massage clinics prefers women masseurs</p>
Sector problem	12	CPWDs & OPs	No tertiary education for visually impaired
Sector problem	12	CPWDs & OPs	Ashamed to enroll in formal education
Sector problem	12	DFs, DVs, IDPs	<p>Walang trabaho</p> <p>Pagkain</p> <p>Hiwalay sa asawa</p>

Sectoral Problems cited were:

- Lack of livelihood and employment
- Lack of scholarship opportunities specially for PWDs
- Sexual harassment
- Early marriage
- Abortion
- Drug addiction
- Values and attitudes

Specific Cases	1	W, C & Y	Pagpataw ng parusa sa kliyente halimbawa nakipagsenyasan sa SHCW clients
Specific Cases	1	W, C & Y	Security guard na namumuno sa senyasan

Specific case (Region 1)

Systems and Procedures	NCR	W, C & Y	Educational assistance - PGMA - delayed release of allowances/stipend
Systems and Procedures	NCR	PWDs & OPs	Mas nauna pa yung huling nag-pasukat na magka-uniform
Systems and Procedures	NCR	W, C & Y	Maraming requirement-approval ng project
Systems and Procedures	CAR	DFs, DVs, IDPs	<p>- Tedious because of many requirements; it took long</p> <p>* Hindi sabay sabay sa pagbibigay ng requirements</p>
Systems and Procedures	NCR	PWDs & OPs	Mabagal at palakasan ang proseso
Systems and Procedures	1	Families	Follow-up certificate of daughter re: Iskolar ng Mahihirap na Pamilya Program
Systems and Procedures	1	Families	Scholar ng Mahirap of Leeny G. Acosta
Systems and Procedures	6	PWDs & OPs	Project (SEA-K) not approved yet
Systems and Procedures	7	PWDs & OPs	No clearance yet on budget release for the assistance of disabled person particularly on livelihood
Systems and Procedures	7	PWDs & OPs	Lack of information on the availment of the annual national budget
Systems and Procedures	8	PWDs & OPs	No response on the status of their request regarding the construction of Senior Citizen Center in Palo, Leyte

Issues and Problems That Need To be Addressed

Systems and Procedures	9	PWDs & OPs	Mahirap humingi ng discount, sana may mga discount ID para sa transportation at medication para sa amin
Systems and Procedures	10	PWDs & OPs	Lack of system in the implementation
Systems and Procedures	10	PWDs & OPs	Delayed/No burial assistance because there was no SC ID
Systems and Procedures	10	PWDs & OPs	Only half of CAFESCA officers enjoyed the honorarium
Systems and Procedures	10	PWDs & OPs	Delayed delivery of ID due to long process i.e. a.) Difficult to secure BIR Exemption Cert. b.) Payment of cert. fee in the amount of P115.00 or to BIR
Systems and Procedures	12	CPWDs & OPs	Delayed release of gratuity/grants
Systems and Procedures	13	PWDs & OPs	- Not all PWDs are issued with PWDs ID

Problems related to systems and procedures (NCR,CAR,1,6,7,8,9,10,12,13):

- Release of funds, gratuity, grants
- ID system and issuance
- Queuing (last come, first served)
- Too many requirements
- All requirements not listed or given at the same time

Targeting	NCR	DFs, DVs, IDPs	> Selection of beneficiaries. Dapat sa totoong nangangailangan. Iwasan palakasan (<i>policy recommendation</i>) > Livelihood - there are a lot of livelihood projects but only focused on one (1) sector
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NCR raised the issue of beneficiary selection or access to services

Timeliness	10	W, C & Y	Every time we can come in your office please give action to our problem
Training	CAR	PWDs & OPs	Bago magtraining, mag-appropriate muna ng funds before the training
Training	NCR	PWDs & OPs	Access to Information Technology
Training	NCR	PWDs & OPs	Additional courses/training for the blinds
Training	3	PWDs & OPs	Additional activities/skills training
Training	3	PWDs & OPs	Skills training on vocational courses ex. Dressmaking, stuff toys making, electronics, auto mechanic and carpentry
Training	3	PWDs & OPs	Lack of training
Training	6	DFs, DVs, IDPs	Family values education
Training	7	PWDs & OPs	Inadequate courses particularly on music training
Training	7	W, C & Y	Lack of equipment and computer instructor i.e. musical instrument/drums, computers, for computer literacy training
Training	7	PWDs & OPs	Lack of instructor/instructress especially on furniture and cabinet making
Training	7	DFs, DVs, IDPs	Lack of funds in the conduct of seminar of members
Training	7	W, C & Y	Request of said training not realized even after his release from center

Issues and Problems That Need To be Addressed

Training	7	W, C & Y	Lacks or limited training provided, not comensurate on their needs i.e. Eletronics training
Training	8	PWDs & OPs	Lack of opportunities on trainings
Training	9	PWDs & OPs	Yung mga nakatapos sa skills training, sana mabigyan ng trabaho sa gobyerno o sa mga pribadong companya
Training	10	DFs, DVs, IDPs	Lack of skills training
Training	11	W, C & Y	Ang trainor dapat may sapat na kakayahan sa pagtuturo Hindi sana na-devolve sa LGU para hindi magalaw ng mga politico

Issues raised about the training provided to clients (CAR,NCR,3,6,7,8,9,10,11)

- Sessions were not held because of lack of funds and instructor
- Type of training not matched with what client needs
- No employment opportunity after the training

Proposed topics:

- IT
- Electronics
- Music
- Furniture and cabinet making
- Dressmaking
- Stuffed toys making
- auto mechanic
- carpentry
- Family values education

APPENDIX F

**WORKSHOP 3 RESULTS
RECOMMENDATIONS**

Recommendations Portions

Legend:
W, C & Y - Women, Children and Youth
PWDs & Ops - PWDs and Older Persons
DFs, DVs, IDPs - Disadvantaged Families, Disaster Victims, Internally Displaced Persons

THEMES	REGIONS	SECTOR	STATEMENT
Access	11	PWDs & OPs	Provide access for PWD particularly on the location of venue for training/meeting
Accessibility for PWDs particularly on the location of venue for training/meeting need to be improved/strengthened			
Accreditation	13	W, C & Y	DSWD to accredited the centers and recommend to LGUs the provision operational fund and operation manual
Accreditation function of the DSWD should be improved.			
Advocacy	1	PWDs & OPs	Posting of requirement for the availment of benefits to a conspicuous place.
Advocacy - Strict enforcement of the law	1	PWDs & OPs	Lobby for the strict enforcement of RA 9257 na passage of LGU resolution for enforcement at the local level
Advocacy	1	PWDs & OPs	Respect Rights of PWDs
Advocacy -Enforcement and Implementation of the law	1	PWDs & OPs	Full enforcement and implementation through lobbying, networking and media.
Advocacy - Implementation of the Law	2	PWDs & OPs	Fully implementation the Batas Pambansa No. 344 or Accessibility Law
Advocacy - Strict Compliance of the Law	2	PWDs & OPs	Strict implementation of Republic Act Nos. 9257 and 7277 for PWDs
Advocacy - Implementation of the Law	2	PWDs & OPs	Full implementation of the circular for the PWDs to be able to realized our long dream to become effective partner of development
Advocacy	4	W, C & Y	Dagdagan ang budget
Advocacy	4	W, C & Y	Magkartoon ng polisiya para mabawasan/alisin ang deskriminasyon sa mga YOs
Advocacy	4	W, C & Y	Implement ang "Curfew Hour"
Advocacy - Monitoring and Evaluation	6	PWDs & OPs	<input type="checkbox"/> DSSD to conduct thorough study <input type="checkbox"/> All municipalities should have SCC
Advocacy - Strict compliance of the law	8	PWDs & OPs	Strictly or implement fully the fare discount ID the PWDs and OPs
Advocacy - Implementation of the Law	8	PWDs & OPs	The LGU must fast track or implement the RA 9257
Advocacy - Implementation of the Law	8	PWDs & OPs	1% of total budget of medical centers and hospitals be enforced for OPs and PWDs. Likewise, the LGUs should help provide
Advocacy - Implementation of the Law	8	PWDs & OPs	Executive Order be issued by the President to both GSIS and SSS for the implementation of this specific provision of the law (RA 9257)
Advocacy - Implementation of the Law	8	PWDs & OPs	Retirement monthly pension be in par with those in active service

Recommendations Portions

Advocacy - Implementation of the Law	8	PWDs & OPs	Yearly increase of pension of 10% be revived/implemented
Advocacy	8	PWDs & OPs	A resolution to SB, SP regarding this OPDA shall be passed
Advocacy	8	PWDs & OPs	The PWDs shall be given equal opportunities
Advocacy			The need to advocacy campaign and information dissemination be implemented
Advocacy	8	PWDs & OPs	The needs to comply with the Magna Carta for PWDs or RA 7277
Advocacy	8	PWDs & OPs	LGUs must strictly follow the 5% allocated to PWDs under their IRA
Advocacy	9	PWDs & OPs	Isasatupad ang 5% hiring ng PWD sa gobyerno at pribadong kumpanya
Advocacy	10	W, C, & Y	Kung meron sanang mag-sponsor ipagpatuloy sana ang pagpapahiram ng pera para sa kanilang kabuhayan.
Advocacy	CAR	W, C & Y	For CO to intervene/intercede in motivations/encouraging LGUs to allocate 5% of their IRA to GAD programs and services.
Advocacy	NCR	PWDs & OPs	Pag-implement ng Accessibility Law
Advocacy	NCR	PWDs & OPs	Tutukan ng DSWD ang batas sa mga medical transportation
Advocacy	NCR	PWDs & OPs	Magtayo ng Nationwide Call Center to report cases/suggestions/problems > With charges para makalikom ng pera > With valid reasons lang to call > Kung saan pwede kaming magsumbong
Advocacy	5	W, C & Y	Mag-fund raising, kung бага DSWD lang ang mag-assist. Scholarship program for the youth ages 15 - 24 (high school and/or college level). Para sa akin studies nila tulong, lalo na sa mahihirap, pwede na ang scholarship kaso pag di sila makapasa sa exam.
Advocacy - Issuance of forms for the purchase of medicines.	10	PWDs & OPs	Posting of available medicines w/ corresponding prices in conspicuous place of the Pharmacy.
Advocacy - Issuance of forms for the purchase of medicines.	10	PWDs & OPs	All pharmacies/botika should post list of medicines not available.
Advocacy - Issuance of forms for the purchase of medicines.	10	PWDs & OPs	Botica management should give priority to SC.
Advocacy - Issuance of ID	10	PWDs & OPs	To do away the income requirement so that all the SC, regardless of annual income, can enjoy the benefits as mandated by law.
Advocacy - Joint Circular No. 20003-1 Implementing Guidelines for Sec. 29 of the GAA for FY 2003 Entitled "Setting Aside 1 % of Gov't Agency Budget for - Programs/Project Related to senior Citizens and the Disabled specially on the Older Persons	11	PWDs & OPs	Request assistance of DSWD to look into this matter
Advocacy	6	PWDs & OPs	Advocacy activities Lobbying Get IRR copy ASAP

Recommendations Portions

Advocacy	6	PWDs & OPs	Give full support and focused advocacy of DSSD to PWD with regards to moral/material support Formal organization Spearhead IEC/info dissemination Coordination with DSWD Active participation
Advocacy - Implementation of the Law	13	PWDs & OPs	-Construction of the Convention Center in Butuan City -SC's be issued with solicitation permit -Ensure the implementation of RA 7432 through the implementing agencies -Implementation of the MC#01-2003 by DBM and DSWD on the availment of 10% support fund -Follow-up the Res.# 17 series of 2003 requesting the amendment of the guideline for the availment of the joint MC # 01-2003
Advocacy	11	PWDs & OPs	Creation of "Accessibility Watch" to be composed of DPWH, DSWD, Building Officials CEO, Social Service Committee, NGOs such as the Association of Architect of the Phil., etc
Advocacy	NCR	DFs, DVs, IDPs	> Increase salary of government salaries > DSWD should help in the "usaping panlupa"
Advocacy - Issuance of forms for the purchase of medicines.	10	PWDs & OPs	The DTI w/c is the agency concern in the implementation of the program shall prosecute violators as provided by law.
Advocacy - Additional funds	CAR	DFs, DVs, IDP	Provision of the list of all the requirements needed
Advocacy - Additional funds	1	Families	Karagdagang pondo para sa DSWD para mas maraming tao ang matulungan.
Advocacy - Additional funds	1	Families	Dagdag pondo sa Department para maraming mabenipisyuhan.
Advocacy - Issuance of ID	10	PWDs & OPs	To do away the BIR Certification fee
<i>There is a need for the DSWD to monitor the enforcement of different laws (RA 9257, RA 7277, BP 344, MC 01-2003) to ensure its full implementation. The need for advocacy campaign and information dissemination is essential for the awareness of beneficiaries on the specific provisions stated in the law.</i>			
Center/Institution	1	W, C & Y	Dagdagan ang staff pero palitan ang houseparent, kasi parang hindi deserving sa posisyon. Irresponsible, imbes na para sa amin, ipinagdadamot niya, tinitipid kami, hindi sinusunod ang menu, iyong remaining na pera hindi na binabalik. Witness po ako kasi sumasama po ko sa pagmamarket - kaya nga kung minsan nag-aaway.
Centers/Institutions	4	W, C & Y	After Care-Follow-up Service-pagkatapos madischarge sa Center
Centers/Institutions	2	W, C & Y	Residents with mental illness to be separated (residential home)
Centers/Institutions	2	W, C & Y	Improved provision of medical needs sa center especially children at the regional haven (immunization of children)
Centers/Institutions	2	W, C & Y	Makes regular check-up of residents (ang doctor/nurse ang pupuntahan sa center to avoid running away of residents)
Centers/Institutions	9	W, C & Y	Provision of center based secondary education
Centers/Institutions	10	W, C, & Y	Socialization outside the center should be continued - not to disregard the person who needs help.
Centers/Institutions	10	DFs, DVs, IDPs	Haven to look into the unpaid projects of students presently enrolled.
Centers/Institutions	7	PWDs & OPs	To hire a regular resident doctor.

Recommendations Portions

Centers/Institutions	7	PWDs & OPs	Allowed again to enroll as a part-time student of the AVRRC upon graduation.
Centers/Institutions	7	W, C & Y	Provision of center-based secondary education.
Centers/Institutions	7	W, C & Y	Additional social worker and houseparents.
Centers/Institutions	CAR	PWDs & OPs	Ala pang location for the center, although the Mayor promised that the old fire station which was vacated be used. There is also a MOA between the Veterans and the OP for the Veterans to allocate 500 sq. m. of their 2,600 sq. lot in Wangai (near RSCC), for a Senior Citizens' Day Center but the provincial office is opposed to it since they gave the lot solely for the Veteran's Center (which is not yet finished). In Benguet, only 3 municipalities have Senior Citizens' Day Center. These are Itogon, Tublay and Tuba.
Centers/Institutions	6	W, C & Y	Staff to personally login Continuous training, call the attention of concerned staff FO to conduct surprise visit Evaluate the staff every month by the clients Provide opportunities for income generating activities for the clients House parent to monitor/ check and follow-up clients' assignments Provide the needed supply FO to monitor staff assignment Give the clients with talent and skill opportunities to generate income Office to provide sanctions (disciplinary action)
Centers/Institutions - - Home for Girls Clients	7	W, C & Y	Transfer of location of center due to noisy surroundings.
Centers/Institutions	4	W, C & Y	Dagdagan ang staff sa Center
CO/FO staff should conduct a regular monitoring visit to centers/institutions to ensure these centers/institutions are functioning based on the standards operating procedure of centers/inst. There is also a need for assessment/evaluation of DSWD centers/institutions in terms of manpower (its roles and functions) and location, as well as programs/services being provided to beneficiaries.			
CIDSS	3	DFs, DVs, IDP	Ipagpatuloy ang CIDSS program at isama sa programa ang mga kabataan at yung mga may-idad.
CIDSS	13	DFs, DVs, IDPs	Additional financial assistance to be able to complete CIDSS projects
CIDSS	13	DFs, DVs, IDPs	The DSWD should take the lead in uplifting the lives of the poor
CIDSS	CAR	W, C & Y	Conduct of orientation on KALAH-CIDSS to NGOs particularly to be able to identify/know their areas of participation.
CIDSS	NCR	W, C & Y	Cases pending in court- social worker na, lawyer pa CIDSS program- bawasan ang requirements (proposal needing counterpart i.e. LGUs, brgys) Support from local executives May mga barangay-mahirap i-adopt and CIDSS
Orientation of the KALAH-CIDSS Project to LGUs/NGOs should be conducted. CIDSS program should be a continuing program to cater more beneficiaries to include children and older persons.			
Coordination	2	PWDs & OPs	Must have a proper coordination
Coordination	3	DFs, DVs, IDP	Pag-oorganisa ng mga kooperatiba.
Coordination	4	W, C & Y	DSWD, PNP and court to coordinate with each other to facilitate the handling of the case
Coordination	4	W, C & Y	DSWD to help mahuli ang perpetrators
Coordination	4	W, C & Y	Magkaisa/magkatulungan ang client, DSWD, PNP at court para mabilis ang process

Recommendations Portions

Coordination	8	W, C & Y	Pagkulang sa cooperation kung pwede hindi na lang aabot ng 25 persons arig isang grupo kasi yung iba mabuti lang sa umpisa
Coordination	8	PWDs & OPs	DSWD Field Office VIII to look into this request- c/o Ben Calzado of TAD
Coordination	10	DFs, DVs, IDPs	Equal distribution of medicines regardless of status in the community.
Coordination	NCR	Youth	Need to directly report and discuss their problem with the social worker instead
Coordination - Disaster	6	DFs, DVs, IDPs	Drainage to be cleaned Implementation of garbage segregation Education on solid waste mgt Dredging of river (Pontevedra, Capiz)
Coordination - Fire Victims of Suba, Pasil Cebu City	7	DFs, DVs, IDPs	To discuss the problem with the barangay officials
Coordination -Honorarium of SC Officers	10	PWDs & OPs	All CAFESCA officers should enjoy honorarium
Coordination - Honorarium of SC Officers	10	PWDs & OPs	The honorarium of P200 must be increased to P300/ Gov't to give assistance for a service vehicle.
Coordination - Issuance of forms for the purchase of medicines.	10	PWDs & OPs	Creation of task force to be composed of DTI, PNP, OSCA, BFAD and DOH.
Coordination - Issuance of forms for the purchase of medicines.	10	PWDs & OPs	DTI should conduct proper investigation upon report
Coordination	7	PWDs & OPs	Fast track the release of budget as planned.
Coordination	13	PWDs & OPs	-The National Office to issue the ID on time -Funds for PWDs projects be made available
Coordination	NCR	DFs, DVs, IDPs	Health centers should be open 24 hours to provide medicines. Doctors should be available.
Coordination	10	DFs, DVs, IDPs	Request assistance for medicines from DOH because income of LGU is not sufficient to supply need of the people.
Coordination - CSAC	5	DFs, DVs, IDPs	- Sana matigil na ang putukan - Sana makabalik kami sa aming sitio - Hindi kaming masamang tao namumuhay kami ng mabuti bakit sinasabi kaming rebelde.
Coordination and Communication	2	DFs, DVs, IDP	Sana mabilis ang proseso ng mga services sa crisis nang makatugon sa tamang panahon
Coordination and Information	1	W, C & Y	Dapat bawasan ang parusa (gaya ng senyasan) imbes na maglinis ng kanal dapat may warning muna bago bigay ang parusa.
Coordination and Information	1	W, C & Y	Dapat pagsabihan na huwag manguna sa senyasan.
Coordination with LGUs	2	DFs, DVs, IDP	Magkaroon ng sangay ng DSWD sa lib-lib na pook upang madaling lapitan

DSWD should continue their good partnership with other government agencies, NGOs and LGUs. Proper coordination/linkage with the stakeholders should be strengthened to address the issues/problems of the beneficiaries, particularly in handling of cases and provision of programs/services.

DCC	NCR	DFs, DVs, IDPs	Additional DCCs/DCWs
DCC	10	DFs, DVs, IDPs	DSWD to provide additional honorarium for Day Care Center workers and materials for children.
DCC	10	DFs, DVs, IDPs	Increase honorarium of Day Care workers - request assistance from regional office for materials of Day Care children.

Recommendations Portions

DCC	10	DFs, DVs, IDPs	They should have a Day Care Center at the Haven in order that minor dependents will attend sessions.
DCC	12	DFs, DVs, IDPs	-Put up day care centers with complete facilities -Put up women centers/bldg -Put up additional bldg : farm to market roads, put up health centers and day care centers -Should release funding for the livelihood -Continue negotiations on peace to acquire general peaceful environment -should help the LGUs in getting resources and provision of technical assistance in all aspects (training of volunteers, day care teachers and orient on acquiring livelihood assistance) -Should validate in random the recipient to know if the assistance reached the clients -Continuous support of family livelihood
DCC	7	DFs, DVs, IDPs	To coordinate with the barangay officials re: acquire lot for DCC and for the construction of DCC.
DCC for SC	3	PWDs & OPs	Magkaroon ng Day Care for Sr. Citizens and Meals on Wheels for Sr. Citizens
DCC for SC	7	PWDs & OPs	DSWD treatment Field Office to construct the building for senior citizen in coordination with the local government unit (LGU).
It is recommended to have an additional DCCs/DCWs as well as materials for Day Care Children. Honorarium for DCWs should also be considered.			
Facilities	9	PWDs & OPs	Pag-aayos ng daan (construction of road from the main gate to AVRC)
Facilities	NCR	Youth	Need to expand the facility
Facilities	NCR	Youth	Need for television sets – recreation of the clients
Facilities	NCR	Youth	The mothers must be separate from the nursery
Facilities	NCR	PWDs & OPs	Magtayo ng Local Office for disabled persons
Facilities	CAR	PWDs & OPs	The MSWDO should provide equipments and food for the volunteers since they are not being paid.
Facilities	7	PWDs & OPs	Provide covered walk and cemented the road along the AVRC center.
Facilities	7	PWDs & OPs	DSWD Field Office VII shall provide modern facilities for clients.
Facilities	7	W, C & Y	More beds in center.
Facilities	7	W, C & Y	Provisions of rooms or sleeping space for visitors.
Facilities	7	W, C & Y	Expansion of sports area and provision of more musical instruments/drums.
Facilities	7	DFs, DVs, IDPs	Creation of sport facilities for the youth in the area.
Facilities	1	W, C & Y	Reconstruct ayusin ang lahat ng nasirang bubungan.
Facilities	1	W, C & Y	Dapat maayos ang CR, at magdagdag.
Facilities - Home for Girls Clients	7	W, C & Y	Improve/higher fencing to avoid abscondence.
Facilities - Home for Girls Clients	7	W, C & Y	Provide stage for presentation on special occasions.
Facilities - Home for Girls Clients	7	W, C & Y	Cemented/concretized playground.
Facilities - Home for Girls Clients	7	W, C & Y	Provide study room.
There is a need to visit DSWD centers/institution to assess its facilities: TV set, beds, rooms for visitors, sports area, musical instrument, ceiling, CR, fence, playground, study room whether these are still functional or in good condition.			
Follow up	6	W, C & Y	Follow-up the discharged cases. A social worker has to be assigned to do this
Follow-up	1	PWDs & OPs	Dapat lalo pang bilisan ang pagfollow-up ng desisyon.

Recommendations Portions

Follow-up	1	PWDs & OPs	Dapat ang mga bata hindi kinukulong sa jail, pag-pending case dalhin sa RRCY.
Follow-up	4	W, C & Y	DSWD to help/follow-up to facilitate the case of her daughter
Follow-up	6	PWDs & OPs	Follow up immediate release Follow up implementation
Follow-up	11	W, C & Y	Follow-up members for the sustainability of the members livelihood
Follow-up	10	W, C, & Y	Mabigyan sana ng madaling solusyon sa problema sapagkat minsan may katamaman.
Follow-up	NCR	Youth	The client need to know the update of their case
Follow-up of DSWD particularly on pending cases should be a continuing activities to make sure that the problems of clients are being addressed.			
Foster Care	2	W, C & Y	Weaning period of residents (kailangan i-foster care muna bago bumalik sa pa nila)
Foster Care	2	W, C & Y	Social preparation by foster care
Foster Care	6	W, C & Y	Develop prospective adoptive parents/ foster home.
Foster Care Program should be continuously implemented.			
IEC Materials	6	DFs, DVs, IDPs	Exposure (showroom or exhibits) Brochures of finished products to be disseminated regionwide Join in national exhibits To participate in WOW Philippines Editing of brochures Linkages - direct access from producers to buyers (evade middlemen) Education on solid waste mgt. - start within the household Monthly monitoring parenthood
IEC Materials	6	DFs, DVs, IDPs	Exposure (showroom or exhibits) Brochures of finished products to be disseminated Join in national exhibits to participate in WOW Philippines Seminar/training on family values education, responsible
IEC materials should be disseminated for the awareness of clients on the DSWD programs/projects.			
Information Dissemination	4	W, C & Y	Kaalaman ng magulang/inpormasyon para makadalo sa court hearing
Information Dissemination	8	PWDs & OPs	The needs to have a massive information dissemination to the different LGU and cities and municipalities regarding the OPS and PWDs
Information Dissemination	7	PWDs & OPs	DSWD Central Office to intervene and disseminate information down to the barangay level.
Information Dissemination should be strengthened since it increases the level of awareness of parents, LGUs, and NGOs on specific information, e.g. Court hearing.			
Manpower Complement	NCR	Youth	Need of additional social worker, teacher and a regular dentist
Manpower Complement	7	PWDs & OPs	Equal treatment from the local Social Welfare and Development and need to have a regular social worker to extend appropriate services to the community as a whole.
Manpower Complement	7	PWDs & OPs	The Field Office shall hire instructors fitted for the job.

Recommendations Portions

Manpower Complement	11	W, C & Y	Kung pwede madagdagan ang staff sa HRD para tumutok sa mga naturang activity
Manpower Complement	7	DFs, DVs, IDPs	Additional PEO
There is a need for additional social worker, teacher and dentist at DSWD centers/institutions to extend the appropriate services. Likewise, a need for staff (HRD staff and PEO) at DSWD FO was cited.			
Monitoring	9	DFs, DVs, IDPs	To reinforce the policy of our association and to implement necessary action together with the workers
Monitoring	NCR	Youth	Need for additional time for counseling with the social worker
Monitoring	4	W, C & Y	Continuous support from DSWD
Monitoring	8	DFs, DVs, IDPs	DSWD should have rehabilitation plan for the disaster victims
Monitoring	11	W, C & Y	Through monitoring of the members who availed the program
Monitoring	6	W, C & Y	FO to strengthen youth organizations/monitoring
Monitoring and Evaluation	8	W, C & Y	Dapat sana bago pahiram ng pera ang isang kliyente, dapat busisihin muna kung mapunta ba sa negosyo ang pera
Monitoring and Evaluation	8	W, C & Y	Maganda sana kung ipagpapatuloy pa nila ang tulong na ibinigay nila sa akin lalong-lalo na sa kaso ko
Monitoring and Evaluation	8	W, C & Y	Ang maimumungkahi ko para mapaganda/mapabuti ang serbisyo ng DSWD matingnan o matugunan nila ang mga kasong isinampa ng mga bata
Monitoring and Evaluation	9	DFs, DVs, IDPs	Sa mga miyembro ng SKA loan na makunat magbayad ng kanilang obligasyon dapat bigyan ng ultimatum or make a formal complaint
Monitoring of different programs/projects of DSWD, particularly SEA and Disaster program should be conducted regularly to ensure proper implementation of the programs/projects.			
Others	13	DFs, DVs, IDPs	Animal dispersal
Pabahay Program	11	DVS, DFs, IDPs	Extent the delivery of the same services to some other client
Pabahay Program	11	DVS, DFs, IDPs	Additional Assistance for installation of CR, light & water
Pabahay Program	11	DVS, DFs, IDPs	P25,000 is not enough, however it is good start for us who have no home
Pabahay Program	11	DVS, DFs, IDPs	Continue the same programs & services to the poor families. We are very thankful to DSWD for giving us priority for the services we availed
Pabahay Program	11	DVS, DFs, IDPs	Continue the same services to our group the "IPs" and allocate budget for livelihood at P10,000 per beneficiary
Pabahay program should be a continuing program of the DSWD. It would be appreciated if this can be extended to other needy clients.			
Partnership	8	W, C & Y	Tutukan pa ang mga problema sa barangay
Partnership	NCR	DFs, DVs, IDPs	<ul style="list-style-type: none"> > Call a meeting in the barangay to discuss and identify other community problems and present to DSWD personnel > Technical assistance from DSWD relative to the preparation of TOR > Planning > Conduct dialogue with community leaders, beneficiaries and implementor > Community/Beneficiaries should tap resources in relation to the identified problems (e.g. coordinate with other agencies) (<i>mechanism</i>)
Partnership	CAR	PWDs & OPs	The Social Workers should have good interpersonal skills in dealing with other people.

Recommendations Portions

Strengthening partnership with other GOs, LGUs, and NGOs would be helpful in addressing the issues/problems of beneficiaries.			
PGMA Scholarship Program	NCR	DFs, DVs, IDPs	<ul style="list-style-type: none"> > Additional number of hours (at least 12 hours) > Increase in financial assistance from P1,000 to 2,000 per month per student (college) > additional available schools so that the student have choices on the courses
It is recommended to have an additional hours, increase the financial assistance and have additional available schools for the scholars so that the student have choices on the course.			
Program and Services	11	W, C & Y	Ok ang natanggap kong programa ay serbisyo wala akong masasabi
Program and Services	11	W, C & Y	Ok ang natanggap kung programa at serbisyo wala akon masasabi
Program and Services	11	W, C & Y	Continue in giving service
Program and Services	8	W, C & Y	Magkaroon pa ng maraming serbisyo o matutulungan sa mga women, lalo na sa mga asawang minaltrato
Program and Services	8	W, C & Y	Ang suggestion ko lang ay dapat mapaganda o mapabuti ang serbisyo ng DSWD at dapat ang lahat ng mga kliyente ay mabigyan ng mabuting serbisyo lalo na sa may sakit
Program and Services	1	Families	Ipagpatuloy ang magandang serbisyo sa mga mahihirap at nangangailangang mamamayan.
Program and Services	1	Families	Tuparin sana ang mga ipinangakong serbisyo (I.e. Iskolar ng Mahihirap)
Program and Services	1	Families	Ipagpatuloy ang magandang serbisyo sa mga mahihirap at nangangailangan na mamamayan ng P.P.
Program and Services	1	Families	Tuparin ang mga pangako na serbisyo e.g Scholar ng Bayan
Program and Services	3	W, C & Y	Wala na kaming maimumungkahi dahil kami ay satisfied sa ibinigay na serbisyo ng mga social worker.
Programs and Services	10	W, C, & Y	Pagpatuloy ang programa ng DSWD sapagkat ito ay nagbibigay kasiyahan sa amin.
Programs and Services	CAR	PWDs & Ops	The feeding program with an allotment of P20,000.00 per year should be continued. And that the MSWDO should provide the needed facilities for OT & PT because those being used are those which the volunteers have when they were still in school.
Programs and Services	5	W, C & Y	Intensify livelihood programs skills training/job placement
Programs and Services	5	W, C & Y	Yung mga program asana makaabot sa mga barangay.
Programs and Services - Core Shelter	11	DVS, DFs, IDPs	To continue the program for more beneficiaries
Programs and Services	10	W, C, & Y	Pagpatuloy ang programa ng DSWD sapagkat ito ay nagbibigay kasiyahan sa amin.
Programs and Services	11	W, C & Y	Nagpapasalamat ako sa natanggap kong serbisyo sa DSWD
Continue the DSWD programs/services especially for the poor and needy beneficiaries. Intensify livelihood programs and skills training. Extend these programs/services down to the barangay level.			
Program Development	2	DFs, DVs, IDPs	Sana tuloy-tuloy ang programa para sa iba pang pangangailangan
Program Development	4	W, C & Y	Magkaroon ng livelihood program (WEDC)
Program Development	5		Bigyan ng trabaho para makalimot magsugal.
Program Development	6	DFs, DVs, IDPs	<ul style="list-style-type: none"> □ Clean & green □ Tree planting □ Vegetable gardening

Recommendations Portions

Program Development	8	W, C & Y	Magkaroon pa sana ng maraming serbisyo sa komunidad
Program Development	8	DFs, DVs, IDPs	Job placement/referrals
Program Development	5	W, C & Y	Introduce new strategies and activities to refocus youth's orientation to worthwhile activities.
Program Development - Mutual Aid Assistance Fund	CAR	PWDs & Ops	This is a program initiated by the OPs where we give contributions monthly. At kung may namatay, meron kaming binibigay na pera at 1 sakong bigas na manggagaling sa MSWDO
Program Development	NCR	DFs, DVs, IDPs	Rehabilitation and livelihood project for OSY to divert their time from rugby sniffing
Program Development - Supplemental Feeding	NCR	DFs, DVs, IDPs	> Not to limit the number of children who will avail the SF project. > Include children 7 - 9 years old
Continue the DSWD programs/services as well as introduce new strategies that could respond/address the needs of the beneficiaries, eg. Livelihood programs/projects.			
Referrals	8	PWDs & OPs	More referrals for the PWDs and OPs
Resource Augmentation - Children (Adoption)	11	W, C & Y	-Financial support to the parents -Magulang dapat bigyan ng karagdagang edukasyon, training o seminar para hindi mapabayaang ang mga anak -Sana may abogado/legal counsel ang DSWD para sa mga adoptive parents na mga-apply ng adoption, bayad/professional fees
Resource Augmentation - Supplies	1	W, C & Y	Dapat lagging may naka-stock na supplies gaya ng gatas at toiletries.
Resource Augmentation	1	W, C & Y	Dapat dagdagan ang allocation.
Resource Augmentation - Livelihood Asst.	1	PWDs & OPs	Increase of Livelihood Assistance at least 50% per individual.
Resource Augmentation	1	Families	Pare-pareho sanang laman ng Disaster Relief Goods per munisipyo.
Resource Augmentation	1	Families	Pare-parehong laman ng disaster relief goods per municipality. Sana according sa number ng persons
Resource Augmentation - Cash Assistance	3	DFs, DVs, IDP	Pabilisin ang serbisyo para sa mga fire victims (cash assistance)
Resource Augmentation - Cash Assistance	3	DFs, DVs, IDP	Dagdagan ang cash assistance para sa mga fire victims.
Resource Augmentation - Educational Assistance	4	W, C & Y	Educational Assistance
Resource Augmentation - Employment Assistance	4	W, C & Y	Employment assistance for Youth Offenders
Resource Augmentation	8	DFs, DVs, IDPs	DSWD should provide augmentation support to LGU and clients in the rehabilitation phase
Resource Augmentation - Financial Assistance	9	W, C & Y	Financial assistance/fare for visiting parents, relatives
Resource Augmentation - Financial Assistance	9	W, C & Y	Increase the amount provided to educational and financial assistance
Resource Augmentation	9	DFs, DVs, IDPs	Dagdagan ang supply ng gamot
Resource Augmentation	10	W, C, & Y	Sana ang mga kabataan ay mabigyan ng livelihood assistance at scholarship program.
Resource Augmentation	10	DFs, DVs, IDPs	Provide livelihood assistance in a form of assistance.
Resource Augmentation	10	DFs, DVs, IDPs	Continue housing assistance, supplemental feeding, and educational assistance.
Resource Augmentation	10	DFs, DVs, IDPs	Educational assistance to children of solo parents with funds from DSWD national level.
Resource Augmentation	10	DFs, DVs, IDPs	There should be a stock of medicines at center in case of emergency.

Recommendations Portions

Resource Augmentation	10	DFs, DVs, IDPs	There should be stand-by funds for clients w/c will be taken from personal money to buy sewing materials and others.
Resource Augmentation	12	DFs, DVs, IDPs	Educational assistance para sa mga bata kasi hindi niya makaya ang gastos sa pag-aaral ng kanyang mga anak
Resource Augmentation	NCR	PWDs & Ops	Medical and hospitalization for PWDs & Ops
Resource Augmentation	CAR	PWDs & OPs	The MSWDO should listen to the comments of PWDs about these assistive devices because it doesn't stop there. The provided leg is useless because I'm not comfortable with it, thus, it's not being used.
Resource Augmentation - AICS	11	DVS, DFs, IDPs	To continue extending assistance to some other clients who are also in need of the same gov't program
Resource Augmentation - AICS	13	W, C & Y	Increase cash assistance
Resource Augmentation - Burial Benefits for SC	10	PWDs & OPs	To increase the budget for burial assistance, by infusing with the DSWD counter-part
Resource Augmentation - Burial Benefits for SC	10	PWDs & OPs	To improve the system by assigning a person in-charge for that activity.
Resource Augmentation - CB SELF-E/LA	CAR	DFs, DVs, IDP	Increase capital assistance
Resource Augmentation - CB youth (CICL) parent of CICL	CAR	DFs, DVs, IDP	Increase honorarium
Resource Augmentation - CORE	5	DFs, DVs, IDPs	- Malipat ang bahay sa mas mataas ng hindi maabot ng baha. - Sana mabigyan kami ng DSWD ng tulong sa Income Generating Project. - Okey na ang pamamalakd ng ahensya lalo pag-ibayuhin ang pamamalakad. - Sana madagdagan ang budget ng DSWD.
Resource Augmentation - Core Shelter	6	DFs, DVs, IDPs	<input type="checkbox"/> Livelihood program <input type="checkbox"/> Food vending <input type="checkbox"/> Provision of capital assistance <input type="checkbox"/> Piggery
Resource Augmentation - Core Shelter	13	W, C & Y	Structure of Core shelter kitchen must be uniform
Resource Augmentation - Court-Related Cases	6	W, C & Y	<input type="checkbox"/> Provide tutorial service at the center. <input type="checkbox"/> Provide vehicle <input type="checkbox"/> Provision for additional medical supplies (first aid kits).
Resource Augmentation - Education Assistance	13	W, C & Y	Provision of educational assistance for 4 years
Resource Augmentation - Financial Assistance	5	DFs, DVs, IDPs	- Madagdagan ang allotment ng DSWD para sa pagtulong ng tao. - Sana mabilis nga w/in one week pewe emergency/ in need, 1 day lang. - Dapat magkasapit yung ibigay nilang tulong.
Resource Augmentation - Fire Victims of Suba, Pasil Cebu City	7	DFs, DVs, IDPs	SEA-K Implementation
Resource Augmentation - Fire Victims of T. Padilla, Cebu City	7	DFs, DVs, IDPs	To increase the subsidy from Php1,000.00 to Php2,000.00.

Recommendations Portions

Resource Augmentation - Legal Assistance Food Assistance Educational Assistance	12	DFs, DVs, IDPs	-Sana mahanap ang asawa niya -Matulungan siya makahanap ng trabaho -Sana huwag magbago ng pakikitungo ang Social Worker sa kanila -Sana tulungan siya makahanap ng trabaho -Sana bigyan ng capital
Resource Augmentation - Educational Assistance	12	DFs, DVs, IDPs	Tulungan sila sa pag-aaral at sa kanilang pagkain, pati mga gamit sa school
Resource Augmentation - Legal assistance	12	DFs, DVs, IDPs	-Sana tulungan siya para makagraduate -Sana tulungan ang lahat ng taong lumalapit sa kanila
Resource Augmentation - Livelihood projects	10	PWDs & OPs	LGU gov't - to give assistance for 1 vehicle.
Resource Augmentation -Livelihood projects	10	PWDs & OPs	Gov't (congressman) provide additional seed capital.
Resource Augmentation - Financial Assistance	5	PWDs & OPs	- Kun pwedeng dagdagan ang financial assistance - Maka-avail ng livelihood assistance para igua (mayroon) man lang pagkakitaan.
Resource Augmentation - Medical Assistance	5	PWDs & OPs	- Mabigyan ng financial assistance para sa eye operation - Kung pwede maka-attend uli ng panibagong training tulad ng Reflexology para sa karagdagang kaalaman.
Resource Augmentation	CAR	PWDs & OPs	Gusto ko lang magpasalamat sa DSWD sa ginawang pagtanggap sa aking mga apo, dahil wala na silang mga magulang. Ang Tita nila na dating tinutuluyan ay may sakit at hindi na niya sila kayang bantayan pa. Ako naman ay walang pinagkakakitaan kaya hindi ko sila kayang buhayin.
Resource Augmentation	7	W, C & Y	Financial assistance/fares for visiting parents, relatives.
Resource Augmentation	7	W, C & Y	Request for tractor for center's farm
Resource Augmentation	CAR	PWDs & OPs	The needed electrical appliance should be provided in order for the business to prosper.
Resource Augmentation - Burial Benefits for SC	10	PWDs & OPs	Claimant, if proven to be a member of SC should be extended burial assistance even without SC ID.
Continue extending assistance to other needy clients. Increase the educational, financial and livelihood assistance being provided. Fast track the provision of the cash and burial assistance. There should be stock of medicines and supplies at the center in case of emergency. The content of Disaster Relief Goods should be uniform and the number of household members should be considered. Further, increase the DSWD budget for sustainability of the provisions of programs/services.			
Standards	7	PWDs & OPs	The Field Office must comply the standard measurement for the massage table.
Review guidelines re: standards measurement for the massage table.			
Systems and Procedures	10	DFs, DVs, IDPs	Direct implementation of projects to the beneficiaries not passing through LGU's
Systems and Procedures -Livelihood project (SEA-K)	NCR	DFs, DVs, IDPs	> To shorten the processing of documents (social preparation) > Barangay officials should not be the priority in providing the benefits > Consider also other sectors in providing livelihood projects
Systems and Procedures	NCR	W, C & Y	Systematic process in delivering social welfare services Mabilis na aksyon Communication and relationship - ok naman 10% cost counterpart ng budget - LGU
Review the systems and procedures in the implementation of specific programs/projects as well as in providing/delivering social welfare services.			
Training	3	PWDs & OPs	FSCAP to prepare project proposal

Recommendations Portions

Training	1	PWDs & OPs	Training cum production with marketability
Training	3	PWDs & OPs	Dagdagan ang Training
Training	3	PWDs & OPs	DSWD to provide trainers
Training	8	W, C & Y	More power, what I mean is more staff and personnel. So that they can make the necessary adjustment if one is not around. Hopefully they can provide more trainings for the Youth (i.e. Skill Training and Leadership Training)
Training	9	PWDs & OPs	Ma-upgrade ang mga kurso na tinuturo na naayon sa demand ng industriya
Training	10	DFs, DVs, IDPs	Training on sewing craft, candle making and bag-making for center-based.
Training	NCR	Youth	Need for formal/regular schooling, not just for refresher course
Training	5	W, C & Y	DSWD should facilitate skills training, values incultation, i-improve su mga dating services of DSWD (quality of services).
Training - Counseling	6	W, C & Y	Center staff must know how to counsel every time.
Training	7	PWDs & OPs	Provide additional courses and upgrade to suit to the needs of clients i.e. refrigeration and air-conditioning and other skills-related courses.
Training	7	W, C & Y	Immediate action in providing skills training based on needs of client/usability during integration.
Training	CAR	PWDs & OPs	May I suggest that there should also be livelihood trainings provided for the deaf, mute & mentally challenged but teachable PWDs. The organizations or schools handling PWDs can help in the identification for those who are teachable PWDs. These organizations/schools include SARA, Maryknoll, San Lorenzo Ruiz, STAC - 5, NLAD, SPED, PCOD, NLAB & ASP
Training	CAR	PWDs & OPs	A feasibility study should be conducted and a consultation with the PWDs be held in order to determine what training should be given. They should refrain from just giving trainings which in the end won't be used. Also, the MSWDO should follow - up the funds committed by the Mayor solely meant for the livelihood assistance of PWDs two years ago.
Training	11	PWDs & OPs	In coordination with TESDA, should come-up with a policy that training on massage should be introduced as a regular course exclusive for visually impaired
Training	11	W, C & Y	Kailangan knowledgeable sa pagturo at makakayahan. Lalong-lalo na sa basic na process
Training	7	DFs, DVs, IDPs	Provide lecture on info re: DSWD, programs & services.
Training	7	DFs, DVs, IDPs	Allocate budget for the conduct of seminars.
Training	7	DFs, DVs, IDPs	Conduct seminar on Child Abused.
Training	7	DFs, DVs, IDPs	Conduct seminar on PES

Continuous conduct of training should be done. Trainings to be conducted should be based on the TNA. Provide additional and upgraded courses to suit the needs of clients. Specifically, there should be livelihood trainings for PWDs. The resource person for the trainings should be knowledgeable.

*REPORT ON DONOR'S
SATISFACTION SURVEY*

INTRODUCTION

The Donor Satisfaction Survey aims to draw out the donor's perception on the efficiency and effectiveness of the resource generation efforts of the unit. Conducted by the External Assistance Division (EAD) of the Policy and Plans Bureau, the survey is expected to bring out feedback on best practices and more importantly, points for improvement in serving the needs of the Department's client partners.

Former Undersecretary Jaime Aristotle Alip first suggested the concept of conducting the survey to further improve and strengthen the resource generation effort of the then External Assistance Office. In the five-year existence of the External Assistance Office prior to its becoming a division in the Policy and Plans Bureau (PPB), it, through its banner strategy, the AHON BAYAN Program, has established links with and gained access to a growing number of donors.

The survey was seen as a two-pronged tool: as a device for the unit's self assessment and as a means to revive contact with donor partners that the unit has had no communication in quite a while.

There are about 40 donors that the EAD has come in contact with. While not all of them have been involved in any project with the Department, they were included in the respondents for the survey. The main reason for this is to find out the reasons for their non-involvement and whether these can be addressed. Further, the survey can also provide the EAD with the opportunity to touch base with these donors.

METHODOLOGY

Information gathering is through interviews, guided by a standard questionnaire. The questionnaire is divided into the following sections: donor information, partnership with DSWD and its offices, project proposals, favorability of projects, project monitoring, effectiveness of strategies and service delivery.

Donor information includes pertinent data on the concerned agency like type of institution (bilateral, multilateral, etc), sector preferences, preferred partner agencies, and number of years in social welfare and development initiatives. The section on partnership with DSWD and its offices intends to capture information on the donors' impressions on working with offices within the department. This may bring out the donors' perceived efficiencies or inefficiencies from one office to another. This is also intended to gauge if the services of the EAD are markedly different from other offices or if donors are indifferent as to which DSWD office they are dealing with.

The part on project proposal is more specific on that particular output of the EAD. Since the project proposal is one of the areas that the EAD is providing technical assistance on and is representative of the projects developed and endorsed by the unit. This also captures the donor's satisfaction on three aspects of the project proposed: viability, financial sustainability and coherence. Project favorability tackles the factors that donors consider as contributory to the likelihood that it will be funded. Further, it attempts to capture whether the endorsement by the unit or by Department of Social Welfare and Development (DSWD)

contributes to the project's favorability.

One of the functions of EAD, in connection with establishing transparency and accountability for the generated resources, is project monitoring. Questions related to project monitoring intends to gather information on who monitors donors' projects, whether EAD is entrusted with the task and what are their reasons for doing so. The sections on effectiveness of strategies employed and service delivery obtain data on how the donors learned about partnering possibilities and whether they are satisfied with how EAO responds to their concerns. The last part of the questionnaire deals with the donors' suggestions for improvement. (Please see the attached copy of the questionnaire, Annex 1).

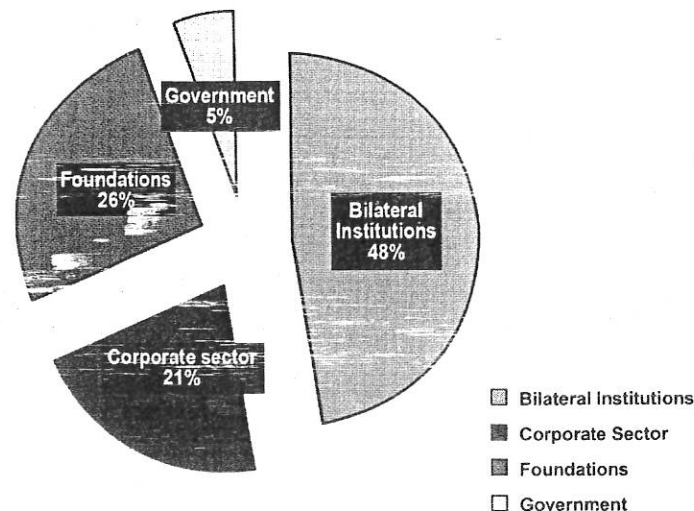
Conduct of the survey began on the last week of November 2003 until the second week of February 2004. Initially scheduled to run only until the last week of December 2003, the time for interviews was extended to February to accommodate donors who declined an appointment due to the Christmas season.

DONOR PROFILE

Out of the 40 donors that the EAO has touched base with, only 18 agreed to be interviewed. Reasons for declining an interview include no available schedule (despite the extension), some can no longer recall what project if ever they have had a tie-up with EAD and others begged off because they have not yet supported any project from the EAD.

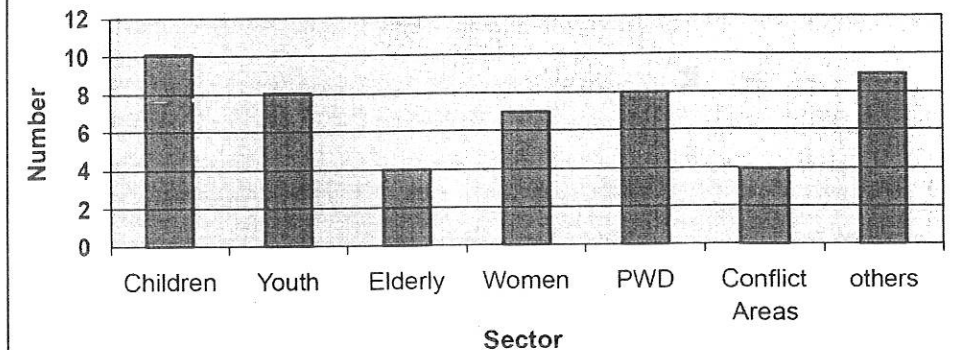
Of the 18 respondents, there were nine bilateral organizations, three corporations, five foundations and one government agency. Thus, of the contributions coursed through the Department, bilateral organizations have the largest share, followed by foundations and private organizations.

Summary of Donors by Organization Type



Among the priority sectors, children ranked highest, followed by the youth and the Persons with Disabilities (PWDs). Women placed third in the donors' priority. Few donors identified the elderly and conflict areas as the top priority among the sectors. Other priorities that were identified by the donors were environment, gender, health, agriculture, indigenous peoples, local governance and poverty alleviation. Based on this, it can be inferred that most donors think that children are the most vulnerable of all these sectors, hence, the overwhelming support

Preferred Sectors by Donor Agencies



Most donors prefer to partner with Non Government Organizations (NGOs) followed by Local Government Units (LGUs) and National Government Agencies (NGAs). People's Organizations (POs) and Schools come next.

Except for Children's Hour, all respondents have been funding welfare projects for more than 5 years. Jollibee and I-Bank are relatively new in terms of number of projects funded, with less than 5 funded projects. Majority of donors have funded at least 10 projects. However, not all funders are implementers. Of the 14 donors who **funded** at least 10 projects, only 10 have implemented the same number. This is indicative that most seasoned donors recognize the leadership in realm of social welfare. Donors partner with DSWD because of the reach of the Department. Its presence in at the regional and municipal levels attracts donors who would like to target those who are in difficult areas and in bad need for help. Further, it broadens the range of possibilities for innovative development projects which interest most donors. However, the challenges facing the department include drawing creative and effective ways of intervention to maximize this advantage and attract more donors.

12 out of 18 or 66% of the donors have been partnering with the Department for at least two years. 10 of these donors have been working with the EAD for at least two years. Five donors have been working with DSWD for less than two years.

The presence of a focal body coordinating with donors facilitates interaction, information dissemination and feedback among donors. This is supported by the growing relationship between the funders and DSWD through the EAD. Donors who have come to work with the Department for the first time through the AHON Bayan Program have identified the EAD as the focal office for other DSWD concerns. From their point of view, they do not see EAD as one specialized unit within the Department but rather as a representative of DSWD. It is not uncommon that donors with other non-EAD concerns would often touch base with EAD for reference. This is most especially obvious in the case of projects whose implementation has already been transferred to the PMB. In such cases, donors would often course their concerns through the EAD. This cannot be avoided since in the early stages of project development, and more so in long gestating projects, the EAD plays a crucial role in coordinating and planning resulting to donors' continued contact long after the project has been turned over to the other units for implementation.

However, only two donors have had more than 10 projects and two donors have at most 10 projects with the Department. Six donors have partnered with DSWD in less than five projects and five donors have had at most one project with the Department.

Nine donor partners initiated partnership with DSWD.

As to partnering with the EAD, most of the respondents have been working with the unit for almost five years. Only three have been working with the EAD for less than a year. Eleven donors have had at least two projects in cooperation with EAD. In comparison, ten donors reported that they have been coordinating with other DSWD offices. However, out of these, four donors have had at least two projects with other offices and five have worked with these offices for more than one year.

Most donors said that the DSWD has less than 10% share of projects in their portfolio. Only three donors claimed that at least 75% percent of their social development projects are in cooperation with the Department.

EXPECTATIONS ON PROJECT PROPOSALS

Donors generally expect that project proposals submitted by EAD to them adhere to their expected format, have coherent and substantial content and are reader friendly. Other expectation include definite details on roles of parties involved, project costs and sustainability mechanisms in the projects. The Finnish Embassy would also suggest that organizations or communities be validated by EAD for suitability in term of resources, capacities and motivation for collaboration. Monitoring is also one of the concerns of the donor agencies even at the early stages of project development.

Generally, most donors are satisfied with the format and content of proposals that the unit submits (37%). However, 37% are indifferent or offered no comments.

This is due to the fact that not all the donor partners who agreed to the survey received proposals from the unit. It can be noted that projects that the unit and donors partner on do not always entail a submission of proposal. There are 26% who are not satisfied with the format and content and proposal content that the unit endorses. This can be linked to the financial viability and sustainability ratings.

The EAD got lower satisfaction ratings for viability, with only 26%. Forty-seven per cent or nine donors have no comments and the remaining 25% are dissatisfied. The same trend can be observed regarding financial sustainability of our proposed projects with 32% are dissatisfied and only 26% are satisfied. One possible explanation for this is the inherent characteristic of welfare projects to have negative financial returns but with particular focus on social and human development. Hence, changing this impression of social welfare projects may entail something short of a paradigm shift where the unit needs continuous training economic and financial assessments and on providing technical assistance to the proponents. Furthermore, development partners like POs and NGOs should also be trained to focus not only on the social and human development aspect but also on the financial sustainability. While it is easy to proponents) may master the art of devising coherent sustainability components in the project.

The remaining 42% are either indifferent with or have not received any proposals that require financial sustainability.

FACTORS AFFECTING FAVORABILITY OF PROJECTS

Partner donors rank the project theme as the most important factor affecting the favorability of projects. Who the beneficiaries are and the proposed budget are equally considered as priority concerns. These are followed by the projects' viability, ease of monitoring and the proponents' credibility and the implementers' track record.

Eleven reported that the Department's endorsement of the project also contributes to the project's desirability. Furthermore, 81% of those who value the Department's endorsement say that EAD approval adds to the favorability of the project.

However, while donors expect that most projects endorsed by the unit are viable, they also anticipate that some will not be sustainable, typical of welfare projects. Other expectations include that the EAD has verified the capacity of the proposed implementer, the project will indeed cater to their target beneficiaries and it has been properly fund matched and meets their requirements before it is submitted to their office.

PROJECT MONITORING

Most donors monitor their own projects. Most donors indicate that they allow EAD monitor the project because it is stipulated in the agreements. Other reasons why EAD monitors their projects include the competence of the technical staff, the unit reporting system and the experience that the unit has had with welfare projects.

STRATEGIES

Most of the donors have been referred to the Department. Another effective strategy for meeting donors is the donors' forum. Others report that they got to know about partnership possibilities through the AHON BAYAN Programme.

Donors partner with the EAD mainly because of the experience of the unit with welfare projects. Also high on their list are the technical staffs in the unit that they work with and the monitoring capability to monitor the projects. Still, a small number report that they have no choice but to partner with EAD. Other reasons include the wide reach of the Department in terms of target beneficiaries and the access to social welfare offices at the LGU level.

SERVICE DELIVERY

Generally, donors are satisfied with how the EAD handles their concerns and services their needs. However, 21% of the respondents are not satisfied with the speed that their concern has been handled. Regarding feedback, about 50% report that they do not get regular feedback. However, 79% said that they do not get regular updates on new projects. Most prefer that they receive news through email (68%), mail (37%) or through a phone call (15%).

Donors also note that coordination within the Department is weak especially for those projects that have been turned over to the regions for implementation. (See minutes of interview with CAP, Annex 3.) Donors note that there is no office that can answer to their implementation questions that they would have to directly coordinate with the regions. It is in cases when donors are confused as to whom to follow up with that they tend to coordinate with the EAD for assistance in monitoring. Hence, it is recommended that in such scenarios where the project is implemented in several regions, the concerned regions should take it upon themselves to directly apprise the donor or to inform the EAD of any updates that the units can feedback to the donor, in order for EAD to effectively serve as a focal unit for donor-related concerns.

RECOMMENDATIONS

A. External Assistance Division

- a. There is a need for the EAD to discuss issues on the relatively low satisfaction rate in terms of viability and financial sustainability given by most donors to the proposals it submitted. Consultation with the EAD staff is a must to get their feedback to determine whether the lack of viability and financial sustainability can be attributed to the nature of the projects itself that they endorse or need for training to be able to provide substantial input to the projects that they review.

- b. The EAD and the Department must maximize its major contribution to donors which is its expertise in identifying eligible beneficiaries and access to the social welfare offices at the LGU level.
- c. The EAD should do more intensive marketing of social welfare and development projects. In doing so, it should have a conscious effort to counter and not to reinforce impression of some donors that projects it endorses are not sustainable, typical of welfare projects.
- d. The EAD must ensure continuous contact and regularly update prospective and existing donors of what are its current endeavors and future directions. As expressed by most donors, electronic mails would suffice. Incidentally this is also the cheapest and fastest way to transmit information.

B. Ahon Bayan Program

- a. The Ahon Bayan Programme being the primary vehicle that introduced the office and its functions must be strengthened, as any favorable and unfavorable feedback on the project will likely affect the donors' impression and image of the EAD.
- b. It is also important that alongside strengthening the program, the AHON Bayan should also be constantly promoted and used as an on-going strategy. This is to convey the idea that the ABP is not a one shot-deal but rather a vehicle for a meaningful working relationship. This is also in line with keeping close contact with the donors whether or not they have ongoing funded projects.
- c. As part of the strengthening efforts, our partner NGOs or POs should also be encouraged to keep on conceptualizing projects to ensure that there are always new ideas that the donors can choose from. Although the funders have priority areas of concern innovations along these lines catch their interests and increase the probability of the project being funded. It is not uncommon for donors to ask if there are any new projects that the EAD has.

C. Linkages within the Department

- a. Coordination within the Department should be strengthened to prevent donor confusion especially during project implementation, provision of feedback and monitoring.
- b. There is also a need to tighten the feedback mechanism between and among the EAD, Field Offices and the Project Management Bureau in order to facilitate feedback on project implementation to donors.
- c. The linkages between Social Technology, Social Marketing and the External Assistance Division should be strengthened. Given the magnitude of work of tapping donors, marketing projects and monitoring such, the EAD is but a small

unit compared to its other counterparts. A lot is to be gained if the SocTech could come up with innovative twists to social services that could be marketed to the sponsors. In this way, the Department can pave the way in pioneering technologies that can be replicated by our partner NGOs. Furthermore, the SMS could also greatly contribute to the changing the image of Social Welfare projects as dole-out strategies.

- d. The Field Office together with EAD technical staff should strengthen its efforts in providing technical assistance to concerned project proponents to ensure viability and sustainability of the proposed project.

D. Strategies and Capability Building Needs

- a. Donors' forum should also be continued as most of the donors seemed to have been accustomed to it. They also see this as an avenue for them to air their request and concern to the Department and also update the latter on the former's thrust and direction and vice versa.
- b. There is also a need to fine-tune the feedback and monitoring mechanisms within the Department especially for those with funded projects. While the EAD serves the donors' monitoring needs, measures to improve this function should also be taken so that at the regional level, the focal persons know how to ask the right questions and track the needed answers. This would greatly ease the load from the EAD as a central unit and would allow for them to cover greater geographical areas for spot-checking and report validation. This will also be more cost efficient since the unit will not come up with monitoring reports from scratch and field visits could be devoted to checking on the findings of the initial reports.