



CY 2020 1st Semester Assessment Report

Executive Summary

The CY 2020 First Semester DSWD Assessment Report aims to objectively assess the progress of the Department's performance for the first half of CY 2020 and provide recommendations that require necessary actions from the DSWD management and concerned oversight agencies, in line with the performance indicators reflected in the DSWD Strategic Results Framework. While the first half of 2020 is generally marked by responses and actions redirected address the crisis and vulnerabilities brought about by the COVID-19 pandemic, it did not deter all the delivery units (Office, Bureau, Services, and Field Offices) to still produce the goods and services required of them, the struggles, challenges and limitations due to the mandated health protocols and community quarantine policies.

Highlights and Accomplishments

Organizational Outcome 1: Well-being of poor families improved

- **Majority of the assessed households are classified as Level 2 or subsistence level.** Out of the target number of households for the first outcome indicator, only 1,970,867 or 45% are the available data for analysis due to ongoing data cleaning.
- **Minimal decrease in total time spent because of existing KC-NCDDP subprojects.** The results of the first round of the Household Outcome Survey showed that the program has contributed to the decrease in the time spent in accessing key services by 5% from the baseline of 12.91 minutes.
- **No outcome level accomplishment for SLP.** No accomplishment yet for the outcome indicators using the 2020 funds. Nevertheless, 1,657 households were provided with SLP modalities under the accounts payable from the FYs 2018 to 2019 General Appropriations Acts (GAA), while 587 households were served using other fund sources.
- **Satisfactory resolution of grievances.** KC-NCDDP's Grievance Redress System (GRS) registered a total of 334 grievances, almost all of which (98.5%) were satisfactorily resolved. While the 4Ps NPMO registered a 97% resolution of grievances.

Organizational Outcome 2: Rights of the vulnerable sectors promoted and protected

Social Amelioration Program – Emergency Cash Subsidy

- Along the 1st tranche SAP implementation, a total amount of Php99.8 Billion was disbursed through the payment of emergency cash subsidy to a total of **17.7 Million beneficiaries (or 98% of the target beneficiaries)** as of 30 June.
- For the 2nd tranche SAP implementation, a total of **1.3 Million 4Ps household beneficiaries**, specifically those with cash card accounts, have already received the additional grants.

Children and Youth

- On supplementary feeding program, out of the 1,881,979 target beneficiaries, 1,688,611 or **89.73% have been served.**

- **90% of MTA (minors traveling abroad) clearance** were processed and approved. There is a significant decrease in application rate compared with the first semester of CY 2019 due to the travel restrictions imposed.
- 59 children have been placed for foster care. 72 children were cleared for inter-country adoption, and 245 children were issued with CDCLAA (Certification Declaring a Child Legally Available for Adoption) from January to June.

Older Persons

- Out of the 3,796,791 target beneficiaries, the program has served 2,530,649 or **67%** as of June 2020
- 424 out of 952 or **45% of target beneficiaries** were paid with Php100,000.00 as centenarian cash gift

Residential Care Facilities

- **More than half of the DSWD-managed facilities are on track** and likely to achieve its CY 2020 targets on percentage of rehabilitated clients. However, cancellation of certain outdoor activities (i.e., sports, advocacy and recreation activities, among others) pose a challenge to the rehabilitation process of the clients.

Assistance to Individuals and Families in Crisis Situations

- **Majority of the clients of Crisis Intervention Unit (CIU) provided positive feedback** on its services. Satisfaction rating generated on the CIU services ranged from 89%-100% and generally exceeded the target of 90%.
- A total of 431,638 clients were served nationwide or **98% of target beneficiaries**. Medical Assistance remains the top type of assistance provided (62% of cash assistance provided) followed by other cash assistance or assistance provided to fire victims flood victims and other calamities.
- LinGap sa Masa program served a total of 87,572 clients, of which majority are coming from the National Capital Region.
- International Social Services Office through their Social Welfare Attaches served a total of **9,619 distressed Overseas Filipino Workers and their families**

Recovery and Reintegration Program for Trafficked Persons (RRPTP)

- **732 cases were served** from January to June 2020. Field Office IX served the highest number of trafficking in person cases with 267 or 36.47% followed by FO NCR with 165 cases or 22.54% while at far third is FO IV-A with 83 or 11.33%.

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

- **Amidst major catastrophes, the Department still managed to respond to thirty-nine (39) minor incidents across regions.** Disasters are considered “minor” if only

one region/area is affected and only a fraction of the area's population is affected. Typically, such disasters are (but not limited to) fire incidents and armed conflicts;

- **A deficit of -77.18% in terms of provision of CFW-CCAM to household beneficiaries was reported** (semestral target: 233,507, accomplishment: 53,281). Most of the CFW activities implemented in the 1st semester were carry-overs from 2019 targets.
- **Only the Central Office and Field Offices I & CARAGA were able to meet their targets in terms of the number of QRT members trained**, as they conducted trainings before the Enhanced Community Quarantine period.

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

- **Most semestral targets on registration & licensing of SWAs/SWDAs as well as the accreditation of service providers were outstandingly met**, having registered variances beyond 30 points. However, it must be noted that **performance in terms of accreditation of SWAs and CSOs was sub-par**;
- **Monitoring of registered SWAs, SWDAs and Service Providers for their sustained compliance to SWD standards was impeded by the lockdown, hence most offices are unable to meet intended percentages.** Due to cancellations of scheduled monitoring activities/visitations to SWAs, SWDAs and Service Providers, only a few offices (I, III, IV-A, VIII, X, XII) were able to accomplish their desired outcomes

Organizational Outcome 5: Delivery of Social Welfare and Development Programs by LGUs through LSWDOs Improved

- **Half of the assessed LSWDOs are in level 1 of service delivery.** Eight hundred fourteen (814) or 50% of the total number of LSWDOs were assessed and validated in terms of capacity to deliver SWD services. The assessment will continue in the second semester to include the remaining LSWDOs.
- **Provision of technical assistance and resource augmentation to LSWDO in the 1st semester exceeded the annual target.** There are 1,029 LGUs provided with technical assistance (TA) out of 1,022 targets while 1,222 LGUs were provided with resource augmentation out of 942 targets.
- **Implementation of Learning and Development Interventions are behind on target.** Out of 37 LDIs planned to be implemented within the semester, nine (9) were implemented by the FOs. Only three (3) FOs (IV-B, VII and CARAGA) managed to conduct their LDIs.

Major Challenges

- a. **Limited movement of personnel and clients/beneficiaries due to community quarantine restrictions.** Program implementers had to shift to alternative means of delivery mechanisms to fulfill their mandated functions;
- b. **Suspension of some planned activities** (including meetings and capacity building interventions) to avoid face-to-face interactions and mass gatherings. In addition, all OBS were instructed to review and reallocate their budget hence some planned activities were cancelled to support the COVID-19 response of the Department;
- c. **LGUs have prioritized the implementation of the Social Amelioration Program (SAP)** and downloading of funds for other DSWD programs were only transferred upon completion of their SAP liquidation reports.
- d. Both the LGUs and DSWD FOs have **limited workforce** to deliver the services to the beneficiaries (door to door delivery of services)

Overall Recommendations

Reinforce mechanisms for convergence among social protection and SWD services

- Present, analyze and address SWDI gaps through case management and convergence delivered through alternative platforms.

Contactless Processes and Alternative Delivery Mechanisms

- For the provision of 4Ps cash grants, step up registration of household replacement and pursue contactless and simplified process of registration and updating while ensuring completeness and validity of household data.
- Urgent review, development, and implementation of necessary adjustments to the program policies, guidelines, and processes to adapt to the new normal
- Continuous investment on ICT infrastructure and video conferencing mechanisms (among others) to facilitate the new normal mechanisms and alternative work arrangements. Some Field Offices reported lacking scanners needed to process documents/applications.
- The Department must also invest on Learning Management System (LMS) or online learning platform so that the provision of Technical Assistance and Skills Development can be conducted through modular based and online training courses.

Anticipatory strategies

- Implement pro-active strategies to strengthen the promotion of regulatory functions of DSWD among LGUs, NGAs, SWDAs/SWAs and other stakeholders.

Continuous improvement on planning, monitoring, and evaluation

- Revisit and review the existing Organizational Outcomes, indicators, and targets in consideration of the new normal environment
- Consider the Field Offices' recommendation to recalibrate some targets in the OPC, given the effect of the COVID-19 pandemic on some activities

- Align plans and targets with the Strategy Map 2028 and DSWD response and recovery plan for COVID-19

Safety and welfare of workforce

- Ensure availability and provision of necessary protective equipment and supplies to all workforce while they are on duty.
- Provision of support services to personnel who may contract COVID-19 while on duty

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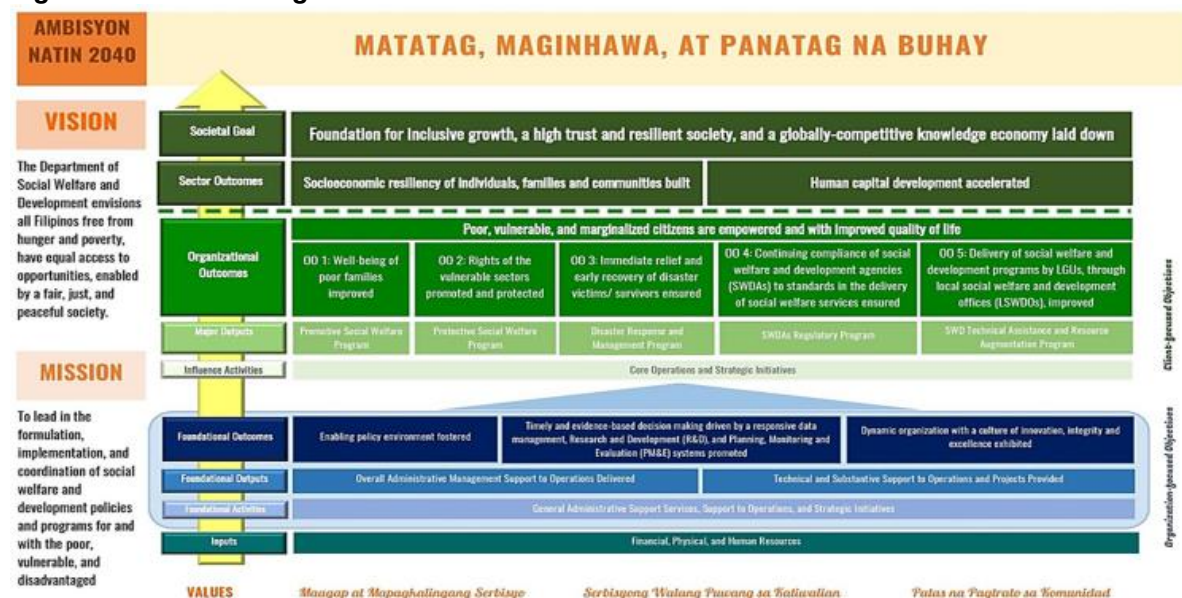
Framework of Assessment

In CY 2018, the Department adopted the Department of Social Welfare and Development (DSWD) Strategic Plan CY 2018-2022 which sets the medium-term articulation of its strategic directions until 2022. It intends to provide guidance to all DSWD offices in implementing the plan.

Along with this, the Strategic Results Framework of the Department was developed containing its development results for CY 2018-2022 planning horizon. The DSWD Strategic Results Framework guides the actions and strategies that the Department will operationalize to deliver its mission. Specifically, it serves as the overall framework which lays-out and logically aligns the objectives of the Strategic Plan.

The figure below shows the logic of the DSWD Strategic Results Framework.

Figure 1. DSWD Strategic Results Framework



The DSWD shall contribute to the sectoral and societal goals through ensuring that the Department's Organizational Outcomes (OOs) are attained. OOs are the intended changes in clients' (beneficiaries and intermediaries) lives or behavior and capacity.

The Organizational Outcomes are achieved through the production of the agency's Major Outputs. Outputs are public goods and services that the DSWD is mandated to deliver to external clients through the implementation of its Programs/Projects/Activities - core

operations and strategic initiatives. The Department's outputs are delivered by the following programs classified through the Program Expenditure Classification: Promotive Social Welfare Program, Protective Social Welfare Program, Disaster Response and Management Program, SWDAs Regulatory Program, and SWD Technical Assistance and Resource Augmentation Program.

Meanwhile, the General Administration and Support Services (GASS), and Support to Operations (STO) serve as the foundational components which are critical to deliver the Overall Administrative Management Support to Operations and Technical and Substantive Support to Operations and Projects (foundational outputs). Delivering these outputs is crucial in achieving the foundational outcomes.

The "foundational" objectives represent the enabling activities/outputs/outcomes that will support and drive the achievement of the client-focused objectives.

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

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

Methodology

Quantitative Method

Quantitative data, specifically, the measurable statistics of Assessment Reports submitted by the Field Offices and Central Office – Offices, Bureaus and Services were used to support the quantitative analysis of the assessment. Secondary data from external sources were also utilized to support the findings of the report.

Qualitative Method

The authors reviewed various reports and relevant studies to analyze the performance of the Department along the outcomes and outputs. The assessment drew on the qualitative findings, analyses and recommendations found in the assessment reports of FOs and CO-OBS.

The report covered the following assessment questions:

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

Impacts of COVID-19 on Economic Macro-environment

The National Economic and Development Authority produced a report that outlines the anticipated impacts of the COVID-19 pandemic to the following key economic indicators

Impacts on consumption

- Household consumption is expected to decelerate until June as consumer confidence dips due to health concerns and social distancing measures. In particular, a 5.0 to 10.0 percent decline in household consumption of non-essential commodities (i.e., alcoholic beverages and tobacco, clothing and footwear, furnishings, household equipment and routine household maintenance, recreation and culture, restaurants and hotels, and miscellaneous goods and services) could result in a loss of gross value added of PHP45 to PHP94 billion, equivalent to 0.2 to 0.5 percent of GDP, and reduce employment by 16,500 to 62,500. Impact of Luzon-wide enhanced community quarantine
- In 2018, Luzon accounted for 73.0 percent of the country's real GDP, significantly larger than the share of Visayas (13.0%) or Mindanao (15.0%).
- Based on the guidelines for the enhanced community quarantine, private establishments that provide basic necessities will remain open. These include activities related to food, health services, banking services such as supermarkets, hospitals, pharmacies, food preparation and delivery services, manufacturing and processing plants of basic food products and medicines, water-refilling stations, banks, money transfer services, utilities, among others. Also included are business process outsourcing establishments and export-oriented industries. In light of this, the losses in these sectors are expected to be lower.
- On the other hand, other sectors are likely to bear more significant losses, such as in retail trade (with mall closures); in air transport (as airlines cancel flights and airports are closed); and in other manufacturing and service activities that are not part of the food and health-related supply chains.
- In view of the foregoing, NEDA estimates that the enhanced community quarantine over Luzon for one month could result in a loss of gross value added of PHP298 billion to PHP1.1 trillion, equivalent to 1.5 to 5.3 percent of GDP. This is expected to reduce employment by 61,000 to 1 million

Fiscal impact

- Aggressive efforts to contain COVID-19, including the Luzon-wide quarantine, could by itself add pressure on the country's fiscal position. Even without additional spending, the estimated decline in GDP (2.1% to 6.6%) can increase the national government budget deficit to 4.4 - 5.4 percent of GDP in 2020, assuming the same revenue effort.
- Certain regulatory relief for affected sectors are also being implemented. The Bureau of Internal Revenue has extended the tax filing by one month, and this is expected to result in collection delay of about PHP145 billion. Further, the Civil Aviation Authority of the Philippines and the Manila International Airport Authority agreed to defer payment on parking and landing fees of local airlines in order to cushion the effect of COVID-19 on airlines.

- The proposed fiscal stimulus by Congress under House Bill 6606 amounts to over PHP100 billion. On the other hand, given the likely delays in implementation of priority programs and projects, including infrastructure, national government agencies could re-prioritize and re-align their budget to address the more urgent challenge posed by COVID-19.

Impact on remittances

- Cash remittances from overseas Filipinos (land-based and sea-based) amounted to USD30.1 billion in 2019, growing by more than four percent year-on-year (y-o-y). In January 2020, it reached USD2.6 billion, up 6.6 percent y-o-y.
- If 30.0 percent of overseas Filipino workers employed in tourism and tourism-related services lose their jobs (around 100,000 employees) as demand in the tourism sector plummets worldwide for five months, we expect to lose approximately PHP5.7 billion in foregone remittances.
- This scenario will result in a loss of gross value added of PHP3.9 to PHP8.5 billion, equivalent to 0.02 to 0.04 percent of GDP, and local employment loss of 1,700 to 4,500 persons.

Organizational Outcome 1: Well-being of Poor Families Improved

This organizational outcome is a direct contribution to the reduction of vulnerabilities of target population which essentially contributes to the socio-economic agenda of the government – investment in human capital development and improving social protection programs. This objective intends to uplift the level of well-being of poor families including Pantawid and non- Pantawid poor families, through ensuring their access to quality social welfare and development (SWD) programs and services. Thus, the Department implements promotive programs that empower the poor families and help them increase their economic and social well-being and become active participants to development.

Specialized Programs

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

The Pantawid Pamilyang Pilipino Program (4Ps) is the national poverty reduction strategy and a human capital investment program of the national government that provides conditional cash transfer (CCT) to poor household, particularly of children aged 0-18 years old, to improve their health, nutrition and education aspect. The 4Ps remains as the Department's top priority program and its institutionalization was made possible with the signing of the Republic Act No. 11310 or "An Act Institutionalizing the Pantawid Pamilyang Pilipino Program".

The Sustainable Livelihood Program (SLP) is a capability-building program for poor, vulnerable and marginalized households and communities to help improve their socio-economic conditions through accessing and acquiring necessary assets to engage in and maintain thriving livelihoods in the form of enterprise management or employment. The SLP caters to 4Ps household beneficiaries (complementing their cash grants through livelihood support), Listahanan-identified poor families and other marginalized and vulnerable sectors. The SLP offers two (2) tracks for them, namely: Microenterprise Development, which supports microenterprises to become organizationally and economically viable; and, Employment Facilitation, which assists participants to access appropriate employment opportunities.

The Kapit-Bisig Laban sa Kahirapan - Comprehensive and Integrated Delivery of Social Services - National Community-Driven Development Program (KC-NCDDP) uses the community-driven development (CDD) approach as a strategy for achieving service delivery, poverty reduction, and good governance outcomes. It aims to: empower communities by treating them as partners in development; improve local governance by increasing people's engagement with and access to their local government units (LGUs), making it more democratic and participatory; and, reduce poverty by implementing barangay-level projects that respond to the communities' needs.

Assessment, Challenges, Risks and Opportunities

I. Output-level Indicators

A. Pantawid Pamilyang Pilipino Program

Slight increase in the number of households provided with conditional cash grants. A total of 4.2 million households were provided with conditional cash grants. An increase of 302,153 households can be attributed to the enrolment of “replacement households” to cover more poor households and reach the annual household coverage. The sudden increase can also be due to the temporary suspension of program conditions when DSWD declared “force majeure” for the 4Ps program covering February and March, which suspends monitoring of compliance that serves as the basis for the computation of cash grants. This was later on extended to cover the months of April and May due to the community quarantine.

Table 1. Physical Accomplishment on Output Indicators of 4Ps

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of households provided with conditional cash grants	4,229,762	4,400,000	-3.9%	Minor Deviation
Percentage of grievances resolved within the established time protocol	96.58%	88%	+9.8%	Minor Deviation

Out of the 4.2 Million households provided with cash grants, 5% were served under the Modified CCT. There were 196,719 households that were served under the Modified Conditional Cash Transfer (MCCT). Highest performing region under MCCT is Field Office XI. Nevertheless, majority of the MCCT household beneficiaries are in Visayas and Mindanao ranging from 3,000 to 27,000 households – covering households affected by natural and human-induced disasters, homeless street families, and indigenous people in geographically isolated and disadvantaged areas (GIDA). The decrease in the number of households were due to natural attrition of beneficiaries and possible mainstreaming of MCCT beneficiaries to regular CCT.

Table 2. Regional Breakdown of Households Provided with Cash Grants

Field Office	Accomplishment		
	RCCT	MCCT	Total
NCR	212,705	2,602	215,307
CAR	57,850	2,229	60,079
I	202,054	2,381	204,435
II	98,874	5,525	104,399

III	286,366	3,978	290,344
IV Calabarzon	313,342	991	314,333
IV Mimaropa	179,225	14,295	193,520
V	360,224	5,030	365,254
VI	316,886	3,075	319,961
VII	268,104	13,456	281,560
VIII	265,186	13,058	278,244
IX	272,261	23,821	296,082
X	244,542	16,867	261,409
XI	226,456	27,780	254,236
XII	212,816	18,913	231,729
Caraga	171,138	15,371	186,509
BARMM	345,014	27,347	372,361
Total	4,033,043	196,719	4,229,762

The percentage of grievances resolved within the established time protocol is beyond target. As shown in Table 3, all Field Offices resolved almost all the filed grievances within the established time protocol. This can be attributed through continuous enhancement of policy and procedures, capacity building activities and technical assistance, conducted by the Grievance Redress Division (GRD) to grievance officers nationwide.

Table 3. Status of Grievances per Region

Region	No. of Resolved Cases	No. of Resolved Cases within the established time protocol	Percentage of Resolved Cases within the established time protocol
NCR	30,627	29,627	96.73%
CAR	9,275	8,565	92.35%
I	31,895	31,085	97.46%
II	10,834	9,964	91.97%
III	33,514	33,038	98.58%
IV-A	38,965	36,391	93.39%
IV-B	50,850	49,676	97.69%
V	47,732	46,599	97.63%
VI	23,771	23,436	98.59%
VII	18,541	17,841	96.22%
VIII	14,776	14,130	95.63%
IX	33,840	33,191	98.08%
X	44,829	43,941	98.02%
XI	23,784	23,452	98.60%
XII	12,038	12,010	99.77%
Caraga	45,394	43,398	95.60%
ARMM	16,208	15,476	95.48%
Grand Total	486,873	471,820	96.58%

Low utilization of allocated fund. The appropriation for 4Ps cash grant this year is composed of 24.5% for education grants, 41.8% for health grants and 33.8% for rice subsidy. The budget also includes the differential amounts due to across-the-board increase on the amount of 4Ps cash grants as provided for in the 4Ps Act.

For the implementation of SAP, DSWD was able to provide emergency subsidies to 4,241,392 4Ps households amounting to Php 18,387,867,300.00 for the first tranche. Meanwhile, DSWD was able to provide Php 6,741,409,650.00 to 1,335,711 households for the second tranche.

Table 4. Financial Performance of 4Ps (as of 31 July 2020)

Program/Activity/ Project	Allocated Budget (in '000 pesos)	Obligations (in '000 pesos)	Disburseme nt (in '000 pesos)	Utilization Rate (%)	
				Obligation s	Disburse ment
Provision of cash grants to target households	1,746,759 (Continuing)	1,582,220	282,365	90.6	16.2
	100,885,230 (Current)	39,227,558	27,464,052	38.9	27.2

B. Sustainable Livelihood Program

No accomplishment yet due to the suspension of SLP operations. Consequent to the public health emergency, the implementation of SLP activities was temporarily suspended while the Enhanced Community Quarantine (ECQ) was in place as per DSWD Advisory No. 1 series of 2020 (*Guidelines for the Prevention, Control, and Mitigation of the Spread of the COVID-19 in the DSWD Offices, Attached and Supervised Agencies*). The pre-implementation and social preparation stages of SLP were affected; hence, there were no households served yet as of the first semester of 2020. Upon lifting of the ECQ, validation and completion of documents for identified participants resumed.

Table 5. Physical Accomplishment on Output Indicators of SLP

Performance Indicator	Target	Accomplishment (1 st Semester)	Variance	Assessment
Number of Households provided with SLP Modalities	59,734	0	-100%	Major deviation

Low utilization of allocated fund. Despite the guidance to obligate SLP funds until June 2020 and commence with the disbursement in the second semester of the year, less than half (41.2%) of the allocated budget of Php 1.85 billion for SLP was obligated in the first semester. Of the obligated amount, only 50.8% or about Php 388.3 million was disbursed as shown in Table _____. It is noted that the low financial accomplishment is affected by the reallocation of budget for the Livelihood Assistance Grant (LAG) component of the Social Amelioration Program (SAP).

Table 6. Financial Performance of SLP

Appropriation	Allocated Budget (in Php)	Obligation		Disbursement	
		Amount (in Php)	Utilization Rate	Amount (in Php)	Utilization Rate
SLP	1,853,999,000.00	764,442,726.41	41.2%	388,304,621.31	50.8%

C. KALAHI CIDSS-NCDDP

Great majority of target communities were covered, but the completion of sub-projects needs to be accelerated. For 2020, the KC-NCDDP planned to cover 2,909 barangays in 131 municipalities at 33 provinces across 12 regions. As of the first semester of the year, all target regions were covered, but there are still 322 barangays (11.1% of 2,909 target barangays) in 8 municipalities at 3 provinces that are yet to implement KC-NCDDP. Across all covered communities, only 62 sub-projects (4.7% of the 1,307 annual target sub-projects) were completed benefitting 8,143 households (2.49% of the 326,750 annual target households) as shown in Table 3. The low accomplishment rate on sub-project completion during the first semester is attributed to the cessation of program operations and recalibration of the Work and Financial Plan due to the COVID-19 pandemic. The remaining 95.3% of sub-projects are targeted to be completed by the end of October 2020 in preparation to the loan closure by the end of the year.

Eligible projects earned high sustainability rating. Out of the 28,186 cumulative number of eligible sub-projects with Sustainability Evaluation Tool, 24,821 or 88.1% were rated as satisfactory or better in terms of sustainability. The resulting percentage has exceeded the annual target of 85.0%. It was reported that there could have been more eligible subprojects subjected to sustainability evaluation for the second quarter if not for the restrictions brought by the COVID-19 pandemic.

Communities have registered good levels of participation among women. By end of the first semester of 2020, around three out of five (62.4%) women volunteers were trained on CDD. Moreover, around one out of three (32.4%) paid labor jobs generated by the program were accessed by women laborers. The accomplishment for both indicators surpassed their respective targets as early as the first half of the year.

The program achieved its target to satisfactorily resolve grievances. For the first semester of 2020, the program's Grievance Redress System (GRS) registered a total of 334 grievances, almost all of which (98.5%) were satisfactorily resolved. As in the previous years, the target of 80% satisfactorily resolved grievances was achieved.

Table 7. Physical Accomplishment on Output Indicators of KC-NCDDP

Performance Indicator	Target	Accomplishment (1 st Semester)	Variance	Assessment
Number of communities implementing KC-NCDDP				
a. Region	12	12	0%	Target achieved
b. Province	33	36	9.1%	Minor deviation
c. Municipality	131	123	-6.1%	Minor deviation
d. Barangay	2,909	2,587	-11.1%	Minor deviation
Number of KC-NCDDP sub-projects completed in accordance with technical plans and schedule	1,307	62	-95.3%	Major deviation
Number of households that benefitted from completed KC-NCDDP sub-projects	326,750	8,143	-97.5%	Major deviation
Percentage of completed KC-NCDDP projects that have satisfactory or better sustainability evaluation rating	85.0%	88.1%	3.6%	Minor deviation
Percentage of women volunteers trained on CDD	50.0%	62.4%	24.7%	Minor deviation
Percentage of paid labor jobs created by KC-NCDDP projects are accessed by women	25.0%	32.4%	29.5%	Minor deviation
Percentage of KC-NCDDP registered grievances satisfactorily resolved in line with the GRS	80.0%	98.5%	23.1%	Minor deviation

Low utilization of allocated fund. The operations of KC-NCDDP is funded both by development partners and the Government of the Philippines (GOP). For the GOP counterpart funding, only 12.0% or Php120 million was utilized from the 2020 allotment of Php1 billion for Maintenance and Other Operating Expenses as of the first semester of 2020.

Table 8. Financial Performance of KC-NCDDP, 1st Semester FY 2020

Appropriation	Allocated Budget (in Php)	Obligation		Disbursement	
		Amount (in Php)	Utilization Rate	Amount (in Php)	Utilization Rate
KC-NCDDP	1,000,000,000.00	120,026,612.37	12.0%	66,955,049.92	55.8%

II. Outcome-level Indicators

A. Pantawid Pamilyang Pilipino Program

Majority of the assessed households are classified as Level 2 or subsistence level. Out of the target number of households for the first outcome indicator, only 1,970,867 or 45% are the available data for analysis due to ongoing data cleaning. Majority of the assessed households are classified as Level 2 or subsistence level which means that income and capacities of households are barely enough to purchase the basic food needs (SWDI assessment, 2019). Region IV-B (MIMAROPA) has the highest rate of beneficiaries at subsistence level with 89.47% or 109,868 beneficiaries while Region VII has the lowest rate with 54.41% or 51,070 beneficiaries.

Table 9. Physical Accomplishment on Outcome Indicators of 4Ps

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of households with improved well-being	1,970,867	4,400,000	-55.2%	Major Deviation
Percentage of children not attending school that returned to school	Accomplishment can only be generated in second semester	28.75%	N/A	N/A
Percentage of households not availing health services that availed health services	Accomplishment can only be generated in second semester	35%	N/A	N/A

DSWD is working with the Department of Education (DepEd) and the Department of Health (DOH) in ensuring that education and health services are still made accessible especially to the poor households covered by 4Ps and their participation in schools and availment of health services are still monitored. The 4Ps National Advisory Council (NAC) of 4Ps is presently crafting a policy that will guide these. **Given this, it is expected that by 2nd**

semester, the second and third outcome indicators will have achieved corresponding accomplishments.

B. KALAHI CIDSS-NCDDP

Minimal and counterintuitive results of the Household Outcome Survey.

For the outcome indicator (percentage increase in access to roads, education, health centers and water [major KC investments] in KC-NCDDP municipalities), the results of the first round of the Household Outcome Survey showed that the program has contributed to the decrease in the time spent in accessing key services by 5% from the baseline of 12.91 minutes.

On the overall changes in costs, results showed that there was a 58% increase in cost in dry season and 61% increase in cost in wet season. Such results are somehow counterintuitive; however, positive changes can be gleaned from the analysis of each social service. For example, there was a salient reduction in cost in obtaining water during the dry season. Further comparative results shall follow after the results and analysis of the second round of the Household Outcome Survey are finalized.

C. Sustainable Livelihood Program

Accordingly, there were no accomplishment yet for the outcome indicators of SLP using the 2020 funds. Nevertheless, 1,657 households were provided with SLP modalities under the accounts payable from the FYs 2018 to 2019 General Appropriations Acts (GAA), while 587 households were served using other fund sources.

Recommendations

Present, analyze and address SWDI gaps through case management and convergence delivered through alternative platforms. Exploring alternative platforms in response to the “new normal” may increase the possibility of SWDI assessment completion.

For the provision of cash grants, step up registration of household replacement and pursue contactless and simplified process of registration and updating while ensuring completeness and validity of household data. Additionally, pursue alternative Compliance Verification System (CVS) instead of waiving the conditions progressively, to ensure 4Ps still delivers as a human capital development program and national poverty reduction strategy of the national government.

Sustain high grievance resolution rates on all programs. The responsiveness of data collection and timeliness of actions reported across all programs showcases receptive implementation procedures. This helps facilitate support and compliance of both beneficiaries and partners.

Continuous convergence among the core programs. Despite the removal of the Convergence Office at the Central and Field Offices, the harmonization of the processes and initiatives across the different programs, including Specialized and Statutory programs, should be continued to ensure that all necessary intervention for the beneficiaries would be provided.

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

I. PROGRAM MANAGEMENT BUREAU (PMB) – Community Based Programs

The Program Management Bureau (PMB) is responsible for the provision of technical assistance and resource augmentation for the devolved and retained community-based programs and services for the vulnerable sectors such as children in need of special protection, youth with special needs, women in especially difficult circumstances, persons with disability, older person, disadvantaged families, and communities at risk.

Under SPD are the programs and services for children, youth, women, family, and community and other special groups, and older persons and persons with disabilities.

A. CHILD AND YOUTH WELFARE AND DEVELOPMENT PROGRAM

Supplementary Feeding Program (SFP)

The Supplementary Feeding Program (SFP) is the provision of food in addition to the regular meals to children currently enrolled in the daycare centers as part of the DSWD's contribution to the Early Childhood Care and Development (ECCD) program of the government.

Food supplementation is in the form of hot meals being served during break/snack time in the morning session or during break/snack time in the afternoon session to the children in Day Care Centers (DCCs) and Supervised Neighborhood Play (SNP).

The feeding program is being managed by the parents based on a prepared meal cycle using available indigenous food supplies. Children beneficiaries are weighed at the start of the feeding period and three months thereafter. After the completion of 120 feeding days, the improvement and the nutritional status of the beneficiaries will be determined.

Assessment, Challenges, Risks and Opportunities

Output Indicators: Number of children in CDCs and SNPs provided with supplementary feeding 9th Cycle (2019-2020)

For the 1st semester of CY 2020, out of the 1,881,979 target beneficiaries, 1,688,611 or 89.73% have been served. This includes 1,667,254 children served in Day Care Centers and

21,357 children in Supervised Neighborhood Play for SFP 9th cycle implementation with a total variance of 193,368 or 10.27%.

Out of the ₱3,387,562,200.00 allotment for SFP 9th cycle implementation, ₱2,865,006,126.19 or 84.57% has been utilized with a variance of ₱522,556,073.81 or 15.43%.

Majority of the Field Offices (FOs) or nine (9) FOs have served 100% and over of their target (FOs NCR, CAR, VI, VII, VIII, IX, X, XII and Caraga) while FO V was accounted to be in the least performance with 27.56% served only, followed by FO IV-B with 64.89% of accomplishment.

FOs VII and XI has the highest percentage of fund utilization corresponding to 100% of the total allotment while FO V has the lowest utilization rate.

Table 10. Target vs. Accomplishment on the Number of children provided with 9th Cycle of the Supplementary Feeding Program

	Target	Accomplishment	Variance	Assessment
Physical	1,881,979	1,688,611	193,368	Minor Deviation
Financial	₱3,387,562,200.00	₱2,865,006,126.19	₱522,556,073.81	Minor Deviation

Directives on no downloading of funds as well as the Declaration of Community Quarantine Protocols due to COVID-19 pandemic delayed the 9th Cycle SFP implementation. The FOs has to go through with the procurement process of food items for delivery to the Local Government Units. The execution of community quarantine protocols due to COVID-19 has also affected the delivery of goods to LGUs as well as the suspension of classes in the CDC and SNP despite of the completed procurement of FOs.

Factors affecting the SFP’s performance:

Facilitating Factors:

1. The Department issued guidelines compliant to the Community Quarantine protocols to continue the implementation of the program which was approved last April 29, 2020 hence, the FOs were able to resume feeding last May, 2020.
2. Door to door delivery of food items to children beneficiaries.

Hindering Factors:

1. Most of the FOs followed competitive bidding for the procurement of the perishable and non-perishable goods. The competitive bidding requires tedious preparation from the submission of the Project Procurement Management Plan, posting and reposting of failed bidding and others relevant process.
2. Lack of qualified suppliers for the perishable and non-perishable items considering that they could not meet the volume of supply requirements hence, there are failed bidding. Further, there are GIDA and difficult terrain provinces such as but not limited to Catanduanes, Masbate and Romblon.

3. Due to national crisis brought about by the COVID-19 pandemic, the feeding session for the 9th cycle implementation at Child Development Centers were suspended following the Community Quarantine protocols hence, the preparation for the 10th cycle is also delayed.
4. The ECCD Council Secretariat issued the Advisory No. 1 where they recommended the opening of SY 2020-2021 on September 14, 2020 hence, we are anticipating the delay in the implementation of the 10th cycle.

Recommendations and Ways Forward

1. Transfer of funds modality for the 10th cycle SFP implementation considering that the Transfer of Fund modality will give the LGUs the flexibility to identify local suppliers and will decrease the challenges of delivery of goods from other locality considering that the Community Quarantine Protocol is still in place hence, the movement of goods from one locality to another will cause the further delay of the implementation of the program.
2. The Supplementary Feeding Program team will prepare for the pilot implementation of the food voucher system in selected LGUs in Luzon, Visayas and Mindanao.

Children in Need of Special Protection (CNSP)

The DSWD is mandated to provide social protection and promote the rights and welfare of the children, poor, vulnerable and disadvantaged individuals, families and communities that will contribute to poverty alleviation and empowerment through social welfare development policies, programs, projects and services implemented with or through Local Government Units (LGUs), Non-Government Organizations (NGOs), People's Organizations (POs), other Government Organizations (GOs) and members of civil society.

Assessment, Challenges, Risks and Opportunities

For the 1st semester of CY 2020, the PMB have referred a total of 22 CNSP cases to DSWD Field Offices for appropriate intervention. The program has also facilitated and responded to CNSP concerns via phone calls as well as walk-in clients totaling to 100 cases for the 1st semester. And, PMB have acknowledged and provided inputs to the reports of the FOs related to CNSP.

The PMB Focal Persons have also attended to the following activities and provided comments/inputs on Senate Bill No. 119:

1. National Council Against Child Labor, Organizational Meeting last January 16, 2020 at Swiss-Belhotel Blulane, Tomas Mapua Street, Sta. Cruz, Manila.
2. Midterm Assessment of Philippine Program against Child Labor Planning Workshop for 2020-2022 last February 12-13, 2020 at Sequoia Hotel, Quezon City.
3. Webinar Series on Child Protection in COVID-19 Pandemic: Online Capacity Building for Social Workers and Community Service Providers consisting of the following:

- Module 1: Mental Health and Psychosocial Support Training (MHPSS)
- Module 2: Gender-Based Violence (GBV)
- Module 3: Case Management
- Module 4: Violence Against Children (VAC) and Protection Against Sexual Exploitation and Abuse (PSEA)

Facilitating Factors:

Based on the agreement of Children and Youth Meeting dated June 19, 2020, monitoring strategies for the 2nd Semester including indicative schedule, considering the “New Normal” shall be thru Google Meet and this can be done together with other program focal persons to maximize the time. The references for the monitoring shall be the Monitoring Tool, Approved TA Plan.

Minors Travelling Abroad (MTA)

In the interest of efficient public service and to give protection to all Filipino minors both accompanied and unaccompanied traveling abroad, pursuant to the provision of existing laws particularly Article IV, Section 8 (a) of Republic Act (RA) No. 7610 and Section 5 (f) of (RA) No. 8239 otherwise known as the Philippine Passport Act of 1996.

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

Assessment, Challenges, Risks and Opportunities

Output Indicators: Number of minors traveling abroad issued with travel clearance

There were 7,679 applications for Travel Clearance certificates for minors from January to June 2020 but only 6,915 were approved or 90.10% after 751 children or 9.77% were found exempted on applying for MTA. Meanwhile, only 9 applications or 0.01% were disapproved after the assessment of the social workers.

Historically, the months of March to May or during summer vacation is the peak of travel clearance applications but this has significantly decreased due to the current COVID 19 pandemic.

FO NCR has the highest number of application for MTA corresponding to 2,457, followed by FO IV-A with 1,570, FO III with 1,081.

B. PROGRAM FOR WOMEN SECTOR

The Department of Social Welfare and Development is mandated to provide social protection and programs and services through policy and program development, implementation of

statutory programs, provision of capability building and setting of standards for the other intermediaries in that promotes the rights of the women, for them strengthen and expand their role to become an instrument that brings about an empowered and inspiring Filipino woman.

As the lead agency in social welfare and development, the DSWD formulate policies and plans which provide direction to those tasked to implement social welfare and development services. It also develops and enriches existing programs and services for specific groups including the women sector. The DSWD also registers and accredits individuals and groups engaged in social welfare including the sector, provide technical assistance to intermediaries and gives augmentation funds for effective and efficient delivery of social welfare services to the women.

The report that follows is the Departments' contribution and accomplishment along with the implementation of programs and services under the community-based programs both Bureau and counterpart in the Field Offices.

Recovery and Reintegration Program for Trafficked Persons (RRPTP)

as the lead in social protection, serves as Co-chair of the National Inter-Agency Council against Trafficking (IACAT) and the Chair at the Regional IACAT. The Department is also the lead agency in providing the program for the 2nd IACAT National Strategic Plan 2012 – 2016, along with Key Results Area 2: Protection, Recovery, Rehabilitation, and Reintegration for cases of human trafficking (Sec. 16, RA 9208).

RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. Utilizing a multi-sectoral approach, it delivers a complete package of services that will enhance the psychosocial, social, and economic needs of the clients.

RRPTP is a program which provides a package of services to trafficking victims such as rescue, counseling, financial assistance, skills training, auxiliary services, temporary shelter, and legal assistance. The financial services are for either self-employment and/or to finance their expenses while seeking employment opportunities. These services are also provided not just to TIP victims but to their families as well.

RRPTP social workers are expected to immediately provide psychosocial counseling to all victim-survivors of trafficking that they cater to in the Field Offices. Aside from psychosocial counseling most of the availed services as of the reporting period are livelihood assistance and temporary shelter. The livelihood assistance is utilized to start a micro-enterprise business for the victim-survivors and their families.

It also enhances the awareness, skills and capabilities of the clients, the families, and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victims-survivors and prevents other family and community members from being victims of trafficking.

Given its mandate and responsibility as Co-Chair of the IACAT, various efforts have been undertaken by the Department from Prevention, Advocacy, Protection, Recovery, Rehabilitation, and Reintegration of Trafficked Persons. This mandate is concretized through the implementation of the Recovery and Reintegration Program for Trafficked Persons (RRPTP) nationwide including DSWD-ARMM.

Assessment, Challenges, Risks and Opportunities

Output Indicators: Number of trafficked persons provided with social welfare services

For the 1st semester of CY 2020, 732 cases were served based from the report of the FOs. FO IX served the highest number of trafficking in person cases with 267 or 36.47% followed by FO NCR with 165 cases or 22.54% while at far third is FO IV-A with 83 or 11.33%.

Trafficking was mainly attributed to forced labor as most of the cases served were intercepted from airports and seaport and other exit points in the country and were prevented from purposive exploitation of their traffickers.

Of the total cases served, the top 3 causes are forced labor at 341 or 56.58%, were most of the victims are female, followed by intercepted/offloaded/attempted TIP with 149 or 20.35% and illegal recruitment with 72 or 9.83%. Most of the 341 victims of forced labor are female.

On disaggregation according to age, the victim-survivors of trafficking belong mostly in the 31 to 59-year-old age bracket with 298 or 40.71%, followed closely by the 18 to 30-year-old age bracket with 290 or 31.62%, while no client was served under the 60-year-old and above age bracket. Filipinos struggle to help their families economically that makes them most vulnerable to human trafficking.

As of June 2020, out of the ₱22,512,369.00 allotment, ₱6,792,424.87 or 31.17% was obligated. FO Caraga was accounted to have the highest financial accomplishment corresponding to 63.06% of the total budget while FO IV-B has the lowest percentage of accomplishment which is equivalent to 8.11% only for the 1st semester of CY 2020.

Factors affecting the RRPTP's performance:

Hindering Factors

1. The disbursement of the assistance to Trafficked Persons is still pending while waiting for the completion of requirements such as Livelihood Assistance and Skills Training.
2. Most of the activities such as meetings and capacity building activities are cancelled due to the COVID-19 pandemic and the declaration of public health emergency in the country.

C. PROGRAM FOR OLDER PERSON AND PERSONS WITH DISABILITY

Social Pension for Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is the additional government assistance for Five Hundred Pesos (P500.00) monthly stipend to augment the daily subsistence and other medical needs of indigent senior citizens. The target beneficiaries of the program are frail, sickly, or with a disability, without regular income or support from family and relatives; and pension from SSS, GSIS, etc.

The SPISC is being implemented by the DSWD through its (17) FOs in partnership with the LGUs. The City/Municipal Social Welfare and Development Offices (C/MSWDO) and Office of the Senior Citizens Affairs (OSCA) serve as key partners in the implementation of the Social Pension Program.

Assessment, Challenges, Risks and Opportunities

Output Indicators: Number of senior citizens who received social pension within the quarter (Based on 2020 Target)

For CY 2019, there are **3,796,791** target beneficiaries to be provided with stipend for 2019 with fund allocation amounting to **₱22,127,312,000.00**. But with the directive of the President to validate the list of the Social Pension beneficiaries to ensure that only the qualified senior citizens will benefit from the program, the Program Management Bureau and the Field Offices conducted the validation of beneficiaries.

Per the reports submitted by the Field Offices, out of **3,637,303** pensioners found eligible for Social Pension Program, **3,283,878** or **90.28%** were paid as of June 2020. Pay-out and validation for the remaining beneficiaries is ongoing in all field offices. FO IX has the highest served of 194,985 or 104.35% of the total clean list of the FO and BARMM as with the lowest percentage of accomplishment or 54.05% only.

For CY 2020 Social Pension Program implementation, there are **3,796,791** target beneficiaries to be provided with a stipend for 2020 with fund allocation amounting to **₱23,152,818,946.00**. As of June 2020, the program has served **2,530,649** or **66.65%** of the cleanlist downloaded to Field Offices. The beneficiaries were paid through pay-out with Special Disbursing Officers and through fund transfer to LGUs to expedite the payment of stipend due to current COVID-19. FO IX has the highest number of served beneficiaries or 99.83% while BARMM has 0% of accomplishment as of June 2020.

As to financial accomplishment, out of the **₱23,152,818,946.00**, **40.50%** or **₱9,376,338,942.09** has been obligated as of June 2020.

Factors affecting the SPISC's performance:

Facilitating Factors:

1. Engagement with financial institutions / money remittance companies having the expertise to help out the DSWD FOs in the distribution of social pension grants to the beneficiaries considering the various limitations on the part of the DSWD and the beneficiaries especially while the COVID-19 pandemic is still present is one the strategies and next steps of the program.

Hindering Factors:

1. LGUs have prioritized the implementation of the Social Amelioration Program (SAP) and the Social Pension grants were only transferred to LGUs upon completion of their SAP liquidation reports.
2. The imposition of community quarantine and observance of IATF and LGUs' protocols cause restrictions on the distribution of the stipend i.e. ban on mass-gatherings,

physical distancing and the general population who are identified beneficiaries of the program were encouraged to stay at home since they are at high risk of contracting severe disease due to COVID-19, hence, FOs and LGUs adopted the door-to-door delivery scheme and cluster barangay payouts to ensure the health and safety of the beneficiaries.

3. Both the LGUs and DSWD FOs have limited workforce to deliver the services to the beneficiaries. Also, there are limited numbers of LGUs' Special Disbursing Officers with limited cash bonds.
4. There are instances that both LGUs and DSWD staff have to undergo a mandatory 14-day self-quarantine as precautionary measures to avoid spreading of the virus since they are exposed to PUIs or PUMs during payouts.
5. Schedule of banking days i.e. there are banks within the region that only operates twice as week which limits the processing of financial related transactions such as withdrawal/ encashment of checks. Also, some local banks have difficulty in providing actual cash for withdrawal of LGUs as the transferred funds were beyond their capacity. Hence, they need the approval from their main bank.
6. There were travel suspension and restrictions imposed by the LGUs; and there are border restrictions in LGUs especially with COVID cases, hence delayed delivery of checks and the conduct of payouts.
7. The allocated funds for BARMM amounting to ₱991,875,415.00 for year 2020 remained unutilized under Centrally Managed Fund. The funds will be downloaded to them as soon as the MOA is signed by the Secretary.

Implementation of the Centenarian Act of 2016

Privileges to Filipino Centenarians, and for Other Purposes” also known as the “Centenarian Act of 2016”, all Filipinos who have reached one hundred years old and above, whether residing in the Philippines or abroad will be given with Centenarian gift amounting to ₱100,000.00 and Letter of Felicitation by the National Government with the following documentary requirements:

- The centenarian shall present his/her Birth Certificate or Philippine Passport
- In case of absence of the said documents, any one (1) of the following primary IDs may be accepted
 - Senior Citizens ID card issued by the OSCA indicating year of birth;
 - Other Philippine government-issued identification cards such as LTO issued Driver's License, GSIS/SSS ID, PRC ID, Postal ID, COMELEC voter's ID
- Any two (2) of the following secondary documents may also be accepted in the absence of the above-mentioned primary IDs:
 - Marriage Certificate from PSA or the Local Civil Registrar o Birth Certificates of children borne by/of the centenarian
 - Affidavits executed by at least two (2) disinterested persons with personal knowledge of centenarian's actual age or date of birth
 - Old school or employment records showing the date of birth
 - Baptismal and/or confirmation records certified by Parish church

Assessment, Challenges, Risks and Opportunities

Output Indicators: Number of centenarians provided with cash gift

For the implementation of the Centenarian Program, there are 952 targeted beneficiaries for 2020 with a funding requirement of **₱108,666,227.00** including admin cost. As of the June 2020, 424 beneficiaries were paid with ₱100,000.00 centenarian gift or 44.54% of the target.

The distribution of the centenarian incentive to the target was affected due to the implementation of the community quarantine. Most Field Offices were able to process the vouchers for the incentive only in March, hence, FOs can only distribute the incentive to those LGUs with no / low cases of the COVID-19 during the period of the quarantine. Likewise, there are FOs that have provided a portion of their funds (both current and continuing) as augmentation to the SAP implementation per NB580.

On the other hand, the allocation of BARMM for 66 centenarians (6.6 million) was re-allocated to Central Office for augmentation, as agreed during the meeting with Minister Jajurie of BARMM and DSWD Secretary Bautista last 11 March 2020.

As to financial accomplishment, out of **₱108,666,227.00** allotment, **₱56,945,015.76** or **47.60%** has been obligated.

Factors affecting the SPISC's performance:

Hindering Factors:

1. There is a delay in the payment of centenarian gift due to the delay in the completion of the required documents by the centenarian and/or nearest surviving relative

Recommendations and Ways Forward

1. Fast track the ongoing validation to the remaining centenarians
2. Facilitation of the cash advance for the validated remaining centenarians

Persons with Disability

Persons with Disability sector in the Philippines covers around 1.4 million or 1.57% of 92.1 million of the country's population based on the 2010 Census of Population and Housing thus, to ensure the effective and sustained delivery of programs and services to the sector, the Department continuously provide technical assistance and monitoring to the Local Government Unit's and People's Organization that implements program for Persons with Disabilities anchored to its trust and priorities.

The Report that follows is the Department contributes to the realization of a society where Persons with Disabilities are recognized as having inherent dignity and worth, and

intrinsic to its vision of a society where the poor, vulnerable and disadvantaged are empowered for an improved quality of life.

Assessment, Challenges, Risks and Opportunities

The succeeding accomplishments as reflected in this report are in response to these five Organizational Outcomes while at the same time contributing to the realization of some of the Incheon Goals.

OOs	Programs and Services	Accomplishment
<p>OO1: Well-being of poor families Improved</p>	<p>Provision of capital assistance; provision of employment facilitation; provision of Pantawid services</p>	<ul style="list-style-type: none"> • Four (4) regions reported facilitating 141 persons with disability and/or households or organizations were served under the livelihood program of the Department together with LGUs, other NGAs and NGOs in the amount of P1,037,961.75 • Four (4) regions reported facilitating employment for 152 persons with disabilities. • 6,358 persons with disabilities and/or households with members with disability were beneficiaries of Pantawid program from nine (9) regions that amounted to P55,412,000.00
<p>OO2: Rights of the poor and vulnerable sectors promoted and protected</p>	<p>Provision of residential care facilities services; provision of AICS; provision of alternative family care; provision of supplementary feeding; provision of educational assistance; provision of assistive devices; provision of social pension</p>	<ul style="list-style-type: none"> • CARAGA reported providing residential care services to 1 beneficiary with disability amounting to. CAR region reported 11 Person with Disabilities was places in foster care amounted to P780,000.00 • 312 Children with Disability reported by Region III provided with supplementary feeding program amounting to Php561,000.00 while 180 Children with Disability was provided by Caraga region with no specific allocated amount. • 2675 persons with disability received various types of assistance under the AICS program of the Department as well as from LGUs and other NGAs totaling P10,737,575.00 • 49 persons with disability and their children who were provided with educational assistance amounting to P106,500.00 from MIMAROPA. • Five (5) regions reported 175 persons with/ disability were provided various assistive devices, such as wheelchairs,

		crutches and prosthesis legs with expenditure amounting to P461,438.75
OO3: Immediate relief and early recovery of disaster victims/survivors ensured	Provision of disaster relief assistance; provision of cash-for-work	<ul style="list-style-type: none"> CAR region showed that 5 persons with disability were provided disaster relief assistance amounting to P20,000. Meanwhile, 54 persons with disability from Caraga region received transitional support through temporary employment by providing families cash in exchange for community works amounting
OO4: Continuing compliance of SWD agencies to standards in the delivery of social welfare services ensured	Registration, Licensing and Accreditation	<ul style="list-style-type: none"> Four (4) regions reported providing registration, licensing and accreditation services to 59 persons with disability centers/ facilities.
OO5: Delivery of SWD programs by LGUs through LSWDOs improved	Provision of Technical Assistance and Resource Augmentation; compliance monitoring	<ul style="list-style-type: none"> As part of improving delivery of SWD programs of LGUs through the LSWDOs, DSWD monitored 377 LGUs with respect to their compliance to national PWD legislations or policies. There were 286 LGUs found to be compliant to leading legislations regarding persons with disability, such as RAs 7277, 10070, 10524 and BP 344. There were also 357 LGUs that were provided Technical Assistance that utilized P726,899. In addition, 495 organizations of persons with disability were provided with Technical Assistance in order to strengthen leadership and operations. Moreover, various kinds of training numbering 217 were conducted for various PWD organizations and/or federations that were participated in by 2,212 persons with disabilities and/or organizations with expenditure amounting to P696,200 shared between DSWD, LGUs and other NGAs.
Foundational Outcome Activities		<ul style="list-style-type: none"> Various advocacy activities were conducted promoting awareness, respect and recognition of the rights of persons with disability were conducted amounting to P2.7M shared between the Department, LGUs and other NGAs. Additionally, P3.44M were spent for celebrations participated in by families with members with disabilities and associations on persons with disabilities.

DSWD Residential and Non-Residential Care Sub-Program

This sub-program aims to provide protection and rehabilitation to the abandoned, neglected or abused children, women, youth, persons with disabilities, senior citizens, as well as individuals and families in crisis.

As mandated, the Department continues to provide residential care services to the disadvantaged and vulnerable individuals through its residential care facilities (RCF) and training and vocational rehabilitation centers. A total of 71 facilities from 16 Regions are being managed by the Department. Out of these, 64 are residential care facilities and seven (7) are non-residential centers.

Assessment, Challenges, Risks and Opportunities

I. Output-level Indicators

Target number of clients in CY 2020 is more likely to be achieved. As shown in Table 12 and 13, more than half of the CY 2020 target number of clients were already served in the residential and non-residential care facilities. Despite the challenges caused by the COVID-19 pandemic, majority of the residential and non-residential care facilities are likely to achieve the 2020 target number of clients served. As reported by the Field Offices managing the facilities, several adjustments were made in response to the pandemic and in compliance to the new DSWD policies guiding the operations during the health crisis. Majority of the residential and non-residential care facilities used online platforms for the conduct of various activities for the clients.

The MIMAROPA Youth Center (MYC) and Amor Village have exceeded their targets for 2020 already. The increase in bed capacity from 25 to 50 of MYC may have contributed to its achievement of whole year target in the first semester. Meanwhile, among all the centers, only the Jose Fabella Center (JFC) exhibited low likelihood in achieving its 2020 target, with only 12% progress by the end of the first semester. The FO NCR reported that admission in JFC and referrals from different LGUs were temporarily stopped due to the pandemic, hence the target for the first semester was not achieved.

Table 12. 1st Semester Progress against CY 2020 Targets on the Number of Clients Served in Residential Centers

Facility	Accomplishments	Targets	Progress ¹	Likelihood of Achieving CY 2020 Targets ²
TOTAL	5,801	10,635	55%	Medium
1 RSCC	488	836	58%	Medium
2 RRCY	1,074	1,191	90%	High
3 NTSB	312	406	77%	High
4 MYC	32	31	103%	Target exceeded
5 Haven for Children	111	208	53%	Medium
6 Lingap Center	34	80	43%	Medium

¹ Progress = (1st Semester CY 2020 Accomplishment/CY 2020 Target)*100%. Since no targets were set for 1st Semester CY 2020, progress against CY 2020 targets were calculated instead.

² Low, Medium, or High

7 Home for Girls	554	955	58%	Medium
8 Nayon ng Kabataan	148	406	36%	Medium
9 Haven for Women and Girls	220	372	59%	Medium
10 Haven for Women	689	1,121	61%	Medium
11 Marillac Hills	280	311	90%	High
12 Elsie Gaches Village	615	638	96%	High
13 AMOR Village	121	116	104%	Target exceeded
14 Sanctuary Center	234	254	92%	High
15 Jose Fabella Center	343	2,878	12%	Low
16 HE/A/GRACES	546	832	66%	Medium

Table 13. 1st Semester Progress against CY 2020 Targets on the Number of Clients Served in Non-Residential Centers

Facility	Accomplishments	Targets	Progress	Likelihood of Achieving CY 2020 Targets
TOTAL	690	1,098	63%	Medium
1 RSW	82	105	78%	High
2 NVRC	116	282	41%	Medium
3 AVRC	312	469	67%	High
4 Center for the Handicapped	60	93	65%	Medium
5 INA Healing Center	120	149	81%	High

The Average Length of Stay (ALOS) of clients in residential care facilities lengthened to 3 years and 3 months or 1,189 days, compared to the 2019 ALOS of 2 years and 5 months or 873 days. ALOS is the number of days from the time of admission up to the reporting period (admission-based) and/or until the client was released in the facilities (discharged-based). As shown in Table 12, minimum ALOS was recorded at Home for Girls, with 125 days while maximum ALOS was recorded at Elsie Gaches Village, with 29 years.

The lengthened stay of clients in the facilities was mainly caused by the enhanced community quarantine restrictions. Among the reasons of prolonged stay mentioned in the FO reports are: postponed court hearings and home visits, incapability of the family to provide safety and protection, no identified family for client's reintegration, and PCAR not yet forwarded and/or affected by community quarantine.

Despite the effects of the pandemic to the RCFs' operations that caused delay in the release of clients from the facilities, it is notable to mention that 8 centers have already reached its target of ALOS for CY 2020.

Table 14. Targets versus Accomplishments on the Average Length of Stay of Clients, 1st Semester 2020

Facility	Target	Accomplishments
1 RSCC	457	298
2 RRCY	565	455
3 NTSB	565	545
4 MYC	565	355
5 Haven for Children	648	415
6 Lingap Center	316	346
7 Home for Girls	371	125
8 Nayon ng Kabataan	211	442

9 Haven for Women and Girls	220	365
10 Haven for Women	136	141
11 Marillac Hills	995	798
12 Elsie Gaches Village	2126	10,584
13 AMOR Village	928	2,728
14 Sanctuary Center	395	907
15 Jose Fabella Center	41	373
16 Home for the Elderly/Aged/GRACES	311	140

Majority of DSWD Residential Care Facilities have sufficient number of social workers and house parents. As shown in the following table, 80% of the facilities' client-social worker ratio are within the acceptable standards. On the other hand, house parents in 25% of the facilities are inadequate.

Table 15. 1st Semester Targets versus Accomplishments on the Client to Staff Ratio

Category	Accomplishments	Targets	Variance	Assessment
Client-Social Worker Ratio	80%	No target set	-	Inconclusive
Client-House Parent Ratio	75%	No target set	-	Inconclusive

As of June 2020, a total amount of PhP 719,040,046.31 was utilized for the operation of residential and non-residential care facilities or 40.05% of the PhP1,795,530,055.00 allotment for Maintenance and Other Operating Expenses, Personnel Services and Capital Outlays.

II. Outcome-level Indicators

Majority of the facilities are on track and likely to achieve its CY 2020 targets on percentage of rehabilitated clients. The FO V report cites these factors that contributed to the increase in rehabilitation rate in their centers: (1) additional indicators for rehabilitated clients in RSCC, i.e. with improved developmental milestone based on ECCD even if the child is still at the center; (2) more suspended sentence cases in RRCY referred by courts; (3) lengthened stay caused by the pandemic in Haven for Women and Girls.

However, despite the high rehabilitation rate in most of the facilities which are detailed in the tables below, the FOs reported the challenges they experienced in the residents' rehabilitation process. In FO CAR for example, services such as psychological assessment and therapeutic sessions were cancelled and outside activities including team building, sports encounter and advocacy visit were not conducted.

Table 16. 1st Semester Progress of Residential Centers against CY 2020 Targets on Rehabilitation

Facility	Accomplishments	Targets	Progress	Likelihood of Achieving CY 2020 Targets
1 RSCC	34%	35%	97%	High
2 RRCY	24%	45%	53%	Medium
3 NTSB	18%	45%	40%	Medium
4 MYC	9%	45%	20%	Low

5 Haven for Children	7%	40%	18%	Low
6 Lingap Center	32%	40%	80%	High
7 Home for Girls	39%	45%	87%	High
8 Nayon ng Kabataan	20%	40%	50%	Medium
9 Haven for Women and Girls	26%	35%	74%	High
10 Haven for Women	27%	35%	77%	High
11 Marillac Hills	49%	35%	140%	Target exceeded
12 Elsie Gaches Village	2%	5%	40%	Medium
13 AMOR Village	1%	5%	20%	Low
14 Sanctuary Center	38%	20%	190%	Target exceeded
15 Jose Fabella Center	45%	45%	100%	Target achieved
16 HE/A/GRACES	31%	20%	155%	Target exceeded

Table 17. 1st Semester Progress of Non-Residential Centers against CY 2020 Targets on Rehabilitation

Facility	Accomplishments	Targets	Progress	Likelihood of Achieving CY 2020 Targets
1 RSW	4%	10%	40%	High
2 NVRC	32%	10%	320%	Target exceeded
3 AVRC	15%	10%	150%	Target exceeded
4 Center for the Handicapped	17%	10%	170%	Target exceeded
5 INA Healing Center	8%	10%	80%	High

Recommendations

1. Adopt virtual schemes like video conferences to be able to conduct regular case conferences and pre/discharge conferences.
2. Conduct regular session for updating/awareness on the current pandemic and conduct stress debriefing activities.
3. Review the line up of psychosocial activities to ensure that health protocols are strictly observed.
4. Strengthen the conduct of family dialogue and regular communication through online platforms.

Protective Programs For Individuals and Families in Especially Difficult Situations. This sub-program aims to provide protective services and augment immediate needs to vulnerable and disadvantaged individuals in need of special protection and in crisis situations. Included in this sub-program are the implementation of Protective Services for Individuals and Families in Especially Difficult Circumstances, Comprehensive Program for Street Children, Street Families and Indigenous Peoples, especially Bajaus, Alternative Family Care Program, and Unconditional Cash Transfer.

I.A. Assistance to Individuals in Crisis Situations

For individuals and families in crisis or difficult situation, the DSWD offers a range of interventions under the Assistance to Individuals in Crisis Situation being implemented through the Crisis Intervention Units of the DSWD Central and Field Offices.

AICS is one of the social safety net extending immediate support to individuals in crisis situation caused by illness, death of a family member, natural and man-made calamities, among others. This provides financial assistance for education, medical, transportation, burial, including food and non-food assistance.

Assessment of Challenges, Risks, and Opportunities

a. Output-level indicators

As of 1st Semester 2020, the Department through the Assistance to Individuals in Crisis Situation (AICS) has provided 680,052 of assistance amounting to Php 1,778,128,704.12 to 431,638 clients of Crisis Intervention Units nationwide.

Table 18. CY 2020 First Semester Accomplishments vs. Targets on Number of Beneficiaries Served

Accomplishment	Target	Variance	Assessment
431,638	438,712	16%	Minor Deviation

Table 19. Number of Services Provided by Type of Assistance

Type of Assistance	Number of Assistance	Cost	%
Educational Assistance	61,242	132,411,452	7.45%
Medical Assistance	158,101	1,100,577,215	61.90%
Transportation Assistance	3,905	9,940,675	0.56%
Burial Assistance	30,315	172,099,307	9.68%
Food Assistance	61,452	108,900,449	6.12%
Non-Food Assistance	1,605	5,327,500	0.30%
Other Cash Assistance	117,009	248,872,106	14.00%
Psychosocial	245,964	-	
Referral	459	-	
Grand Total	680,052	1,778,128,704.12	100.00%

Among the assistance provided, medical assistance is still the most demanded service from AICS followed by other cash assistance

b. Outcome-level indicators

Majority of the clients of Crisis Intervention Unit (CIU) provided positive feedback on its services. Satisfaction rating generated on the CIU services ranged from 89%-100% and generally exceeded the target of 90%.

I.B. Comprehensive Program on Street Children, Street Families, and Indigenous Peoples Especially Sama-Bajau (COMPRES)

The Comprehensive Program for Street Children, Street Families and Indigenous Peoples especially Bajaus is a community-based intervention for Sama-Bajaus who are poor, street dwellers, and living in disaster-prone areas. It is pilot tested in Regions III, IV-CALABARZON, VII, IX, and NCR, which are areas of destination or origin of Sama-Bajaus with high-incidence of poverty.

a. Output Indicators

- A total of 161 children served for the 1st Semester while 295 families were served under the program.
- Pilot regions through proposed activities/grants response to the COVID-19 pandemic through inclusion in the revised COMPRES Work and Financial Plan.
- Pilot Regions ensured the inclusion of COMPRES beneficiaries in the Social Amelioration Program and other assistance such as food, shelter, and hygiene kits provided by their respective Local Government Units and the Balik Probinsiya program.

I.C. Alternative Family Care Program

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

A total of 245 children were issued with CDCLAA from January to June 2020. Out of the 245, majority were ages 5 to below 10 years old with 80, or 32%; followed by children ages 1 to below 3 years old with 58 or 24%; 3 to below 5 years old with 52 or 21%; 10 to below 14 with 31 or 13%. The lowest belongs to ages 0 to below 1 and 14 to above 18 years old with both 12 or 10% each.

Out of the 245 cases issued with CDCLAA, majority were girls, with 132 or 54% and boys were 113 or 46%.

Table 20. CY 2020 1st Semester Accomplishments vs. Targets per Category of Beneficiaries Served

Category	Accomplishments	Targets	Variance	Assessment
Children placed out for domestic adoption	318	391	-18%	Minor Negative Deviation
Children endorsed for Inter-country Adoption	72	104	-31%	Major Negative Deviation
Children placed out for Foster Care	59	225	-74%	Major Negative Deviation
Total	449	720	-38%	Major Negative Deviation

I.E. Social Welfare for Distressed Overseas Filipinos and Trafficked Persons

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

Assessment, Challenges, Risks and Opportunities

Output-level indicators

As of June 2020 International Social Services Office through their Social Welfare Attaches served a total of **9,619 distressed Overseas Filipino Workers and their families.**

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

A. Background

Organizational Outcome 3 emphasizes the critical role of the DSWD in addressing the immediate needs of individuals, families and communities affected by natural or human-induced disasters. This is operationalized through the Department's Disaster Response and Management Program, which intends to provide emergency services during or immediately after the occurrence of a disaster to save lives, reduce hunger and ensure safety of the people. It involves the provision of basic subsistence needs of the affected individuals and families, as well as the repair or reconstruction of houses damaged by disaster to help them restore their normal level of functioning.

As the lead of the Response Pillar of National Disaster Risk Reduction and Management Council (NDRRMC), the DSWD implements several programs & services such as – (1) Provision of Food and Non-Food Assistance; (2) Provision of Temporary Shelters; Camp Coordination and Management Services; (3) Emergency Shelter Assistance; (4) Cash-for-Work/Food-for-Work; and, (5) Cash-for-Work for Climate Change Adaptation and Mitigation.

B. Assessment, Challenges, Risks and Opportunities

This first half of 2020 proved to be one of the most challenging periods for the Department so far, as the country was hit by three catastrophic events of massive impact:

- **Taal Volcano Eruption** - Last January 12, 2020, the Taal volcano started showing signs of unrest characterized by steady steam emission and infrequent weak explosions that generated and dispersed ash plumes which resulted to PAGASA raising Volcanic Alert Level 4 over the said volcano. **The ashfall affected Regions IV-A, NCR, & III, displacing a total of 235,655 individuals or 61,123 households³ at that time.** A month later, 40% (193,662 individuals or 52,422 families) remained displaced inside and outside the evacuation centers⁴. Meanwhile, the DSWD was able to provide assistance to 121,303 households affected by the eruption.
- **COVID-19 Global Health Crisis** – The country reported its first case of COVID-19 infection last January 31, 2020. Two months and a hundred more cases later, the President thru the prescription of the Inter-Agency Task Force (IATF) for the Management of Infectious Diseases ordered **total lockdown or Enhanced Community Quarantine (ECQ) over Luzon** starting March 17, 2020. The quarantine expanded to other parts of the nation after the enactment of the *Bayanihan To Heal As One Law (RA 11469)*. Under this law, borders were put on lockdown, travels were restricted, alternative work arrangements were enforced, establishments were closed, and mass gatherings were prohibited. The DSWD was also ordered to implement the Social Amelioration Program-Emergency Subsidy Program (SAP-ESP) and was able to aid 17.6M families⁵ (a total of Php 99.2B disbursed) during the first tranche. In

³ Taal Volcano Eruption 2020: Philippines CALABARZON Region Situation Report as of January 21, 2020 by International Organization for Migration (IOM)

⁴ Displacement Tracking Matrix: Taal Volcano Eruption Report as of February 17, 2020 by the DSWD and IOM

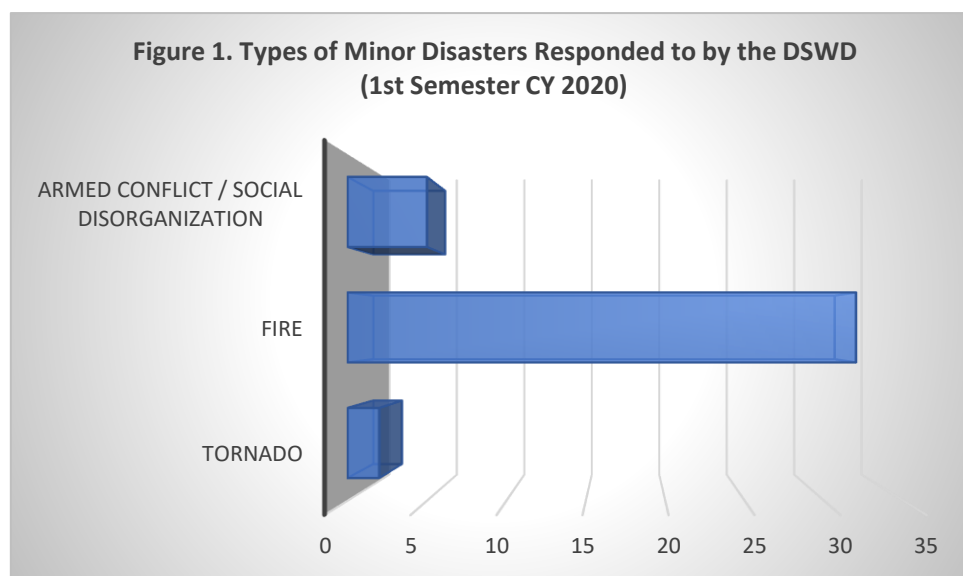
⁵ First Tranche figures from the SAP-ESP Dashboard in the DSWD Website; also note that the second tranche was disbursed in the second semester

addition, the Central Office was also able to facilitate the downloading of Quick Response Funds (QRF) amounting to Php 505,603,680.00 to all Field Offices for the purchase of Family Food Packs (FFPs) to be used for COVID-19 response.

As of June 30, the Philippines recorded 37,512 COVID-19 cases (including 1266 deaths)⁶ and 7.3M Filipinos without livelihood⁷. These numbers are expected to rise until the virus infection is curbed.

- **Typhoon Ambo** – On May 14, 2020, Tropical Cyclone Warning Signal No. 3 was raised in Northern Samar and some portions of Eastern Samar due to Typhoon Ambo (International name, “Vongfong”). **The said typhoon also crossed other parts of Luzon (I, II, III, and CAR), thus affecting 140,147 families (578,571 individuals) and damaging 57,269 houses (Region III and VIII)**⁸. The DSWD, thru the Field Office VIII, provided disaster response services to 101,628 internally displaced households at that time.

Amidst major catastrophes, the Department still managed to respond to thirty-nine (39) minor incidents across regions. Disasters are considered “minor” if only one region/area is affected and only a fraction of the area’s population is affected. Typically, such disasters are (but not limited to) fire incidents, armed conflicts, etc. For the first semester, the Department responded predominantly to fire incidents (32 or 82%), while armed conflict/social disorganization (5 or 13%) and tornado incidents (2 or 5%) only consisted a marginal portion. Meanwhile, most minor incidents were from NCR (26%) and Region VII (23%).

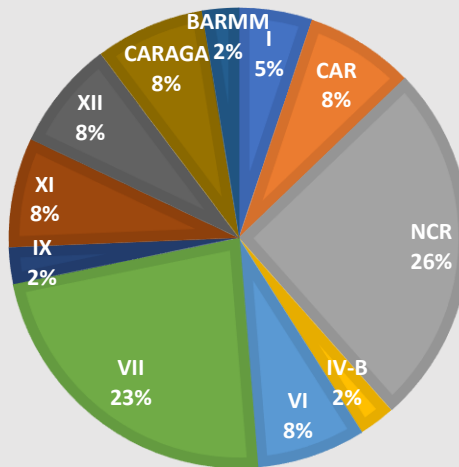


⁶ COVID-19 Tracker: <https://covid19stats.ph/stats>

⁷ PSA report via <https://www.cnnphilippines.com/business/2020/6/5/unemployment-April-2020-COVID-19.html>

⁸ NDRRMC Update: Sitrep No. 15 re: Preparedness Measures and Effects of Typhoon Ambo

Figure 2. No. of Minor Disasters Responded to by DSWD Field Offices
(1st Semester CY 2020)



C. Assessment of Output-Level Indicators

The COVID-19 pandemic situation affected the achievement of some targets. With the restrictions enforced by the *Bayanihan To Heal As One Law (RA 11469)*, as well as *National Budget Circular No. 580, s. 2020* which directed agencies in the Executive Department to discontinue appropriated programs, activities and projects (PAPs) in the FY 2019 and FY 2020 GAA in order to address the COVID-19 emergency, some activities had to be postponed and/or repurposed.

Particularly affected by these policies is the implementation of capacity building activities for DSWD Quick Response Team (QRT) members. Usually, the Department ensures the conduct of trainings and activities to equip QRT members with the appropriate knowledge and skills in preparation for deployment during disaster operations. However, **due to the quarantine measures on travel and mass gatherings, planned trainings, workshops and other capacity building activities for the first semester were cancelled.** Some offices also opted to return training funds to the Central Office for realignment to COVID-19 response while others postponed their activities to the second semester. **Only the Central Office and Field Offices I & CARAGA were able to meet their targets in terms of the number of QRT members trained,** as they conducted trainings before the ECQ. **This led to a -58.36% disparity from the initial targets of 1,112 QRT members trained this semester.**

Table 21. No. of QRT Members Trained in the 1st Semester of 2020

Regions	PHYSICAL TARGETS	ACCOMPLISHMENT	VARIANCE	ASSESSMENT
Number of trained DSWD QRT members ready for deployment on disaster response				
CO	24	24	0	On Target
NCR	0	0	0	No Progress
CAR	25	0	-25	Minor Deviation (-)
I	0	71	71	Major Deviation (+)
II	115	0	-115	Major Deviation (-)
III	150	0	-150	Major Deviation (-)
IV-A	125	0	-125	Major Deviation (-)
IV-B	0	25	-15	Minor Deviation (-)
V	0	0	0	No Progress
VI	0	1	-49	Major Deviation (-)
VII	310	0	-310	Major Deviation (-)
VIII	0	0	-50	Major Deviation (-)
IX	no data	0	0	No Progress
X	100	73	-27	Minor Deviation (-)
XI	0	0	0	No Progress
XII	88	0	-88	Major Deviation (-)
CARAGA	175	269	94	Major Deviation (+)
TOTAL	1112	463	-58.36%	Major Deviation (-)

Another program affected by the pandemic is the Risk Resiliency Program for Climate Change Adaptation and Mitigation (RRP-CCAM). The DSWD implements the Cash-for-Work for Climate Change Adaptation and Mitigation (CFW-CCAM) which encourages projects and activities with long-term impact on the development of physical and natural assets of communities which may include, but not limited to, the following: mitigation measures such as rehabilitation of mangrove plantation, tree planting or reforestation, communal gardening and fleet farming; rehabilitation of small-scale community infrastructures such as slope protection, desilting of waterways, rehabilitation of dikes, repair of barangay roads and repair of drainage system; and, other projects/activities of government agencies concerned (*i.e.*, Department of Environment and Natural Resources and Department of Agriculture) needing cash-for-work support.

For the first semester, **the Department recorded a deficit of -77.18% in terms of provision of CFW-CCAM to household beneficiaries** (semestral target: 233,507, accomplishment: 53,281). Most of the CFW activities implemented in the 1st semester were carry-overs from 2019 targets which were not accomplished due to overlapping of implementation of recovery services primarily on FOs with occurrences of disaster vis-à-vis lack of SDOs in the Field Offices and election-related bans.

Achievement of targets for 2020, on the other hand, was affected due to the **temporary suspension of the CFW-CCAM implementation due to the COVID-19 pandemic**, which only resumed last May. To rectify the situation, the Field Offices were advised to revisit their targets and develop a catch-up plan in consideration of the current situation.

So far, only Field Offices I, IV-A, IV-B, and VI were able to record accomplishments (mix of 2019 and 2020 targets) for this indicator in the 1st semester, with FO VI as the top performer.

Table 22. No. of Poor Households Provided with CFW-CCAM

Regions	PHYSICAL TARGETS	ACCOMPLISHMENT	VARIANCE	ASSESSMENT
Number of poor households that received cash-for-work for CCAM				
NCR	0	0	0	No Progress
CAR	0	0	0	No Progress
I	11820	11820	0	On Target
II	9028	0	-9028	Major Deviation (-)
III	2045	30	-2015	Major Deviation (-)
IV-A	5214	9436	4222	Major Deviation (+)
IV-B	0	895	895	Major Deviation (+)
VI	0	20000	20000	Major Deviation (+)
X	43500	11100	-32400	Major Deviation (-)
XI	21371	0	-21371	Major Deviation (-)
XII	70450	0	-70450	Major Deviation (-)
CARAGA	70079	0	-70079	Major Deviation (-)
TOTAL	233,507	53,281	-77.18%	Major Deviation (-)

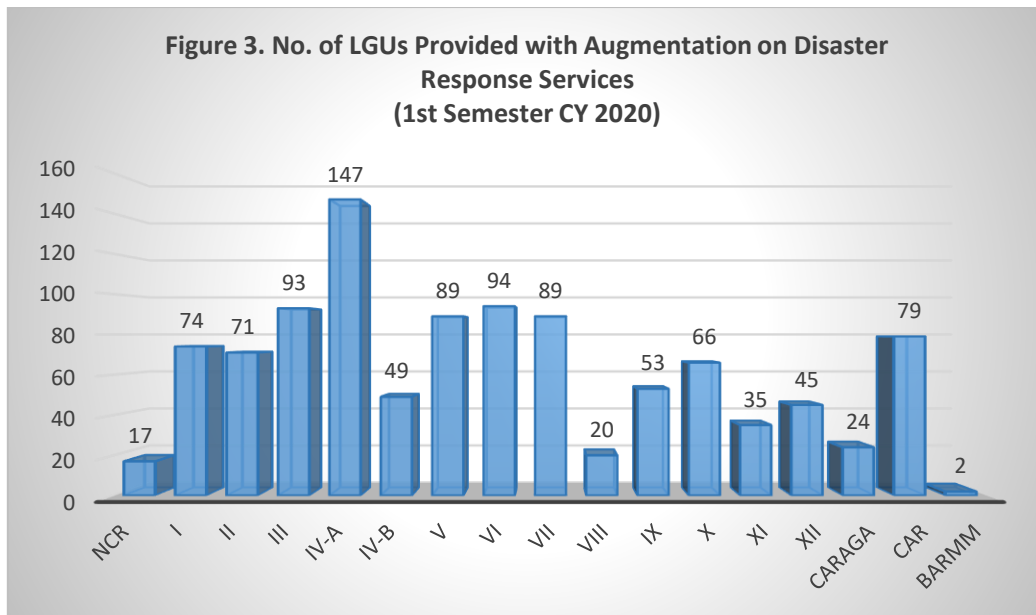
*Regions with ANA or N/A targets and accomplishments were omitted from the table

Accomplishments under other indicators are well-noted but could not be assessed for progress due to lack of targeting. There is no doubt that the Department continuously performs its mandate on disaster response as evidenced by the number of clients it has served (whether LGUs or affected households/individuals). However, assessment of the recorded accomplishments may be inconclusive since there was no indicated target (i.e. “as need arises” or ANA).

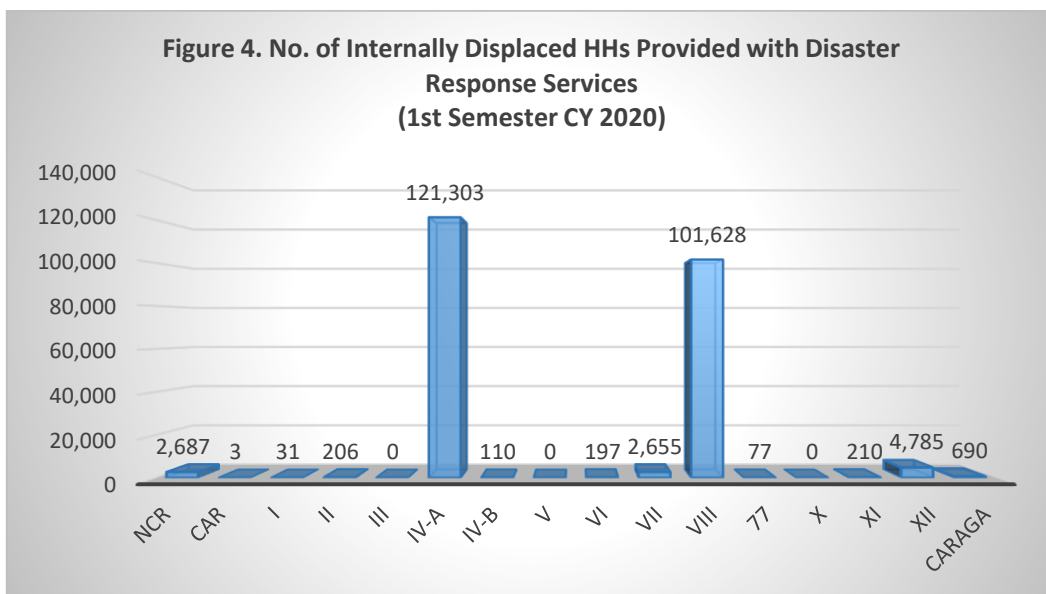
Table 23. First Semester Accomplishments on DRM Output Indicators with ANA Targets

Output Indicator	Targets	Accomplishments	Assessment
LGUs provided with augmentation on disaster response services	ANA	1,047 LGUs	Inconclusive
Internally displaced HHs provided with disaster response services	ANA	235,009 HHs	Inconclusive
HHs with damaged houses provided with early recovery services	ANA	5,143 HHs	Inconclusive

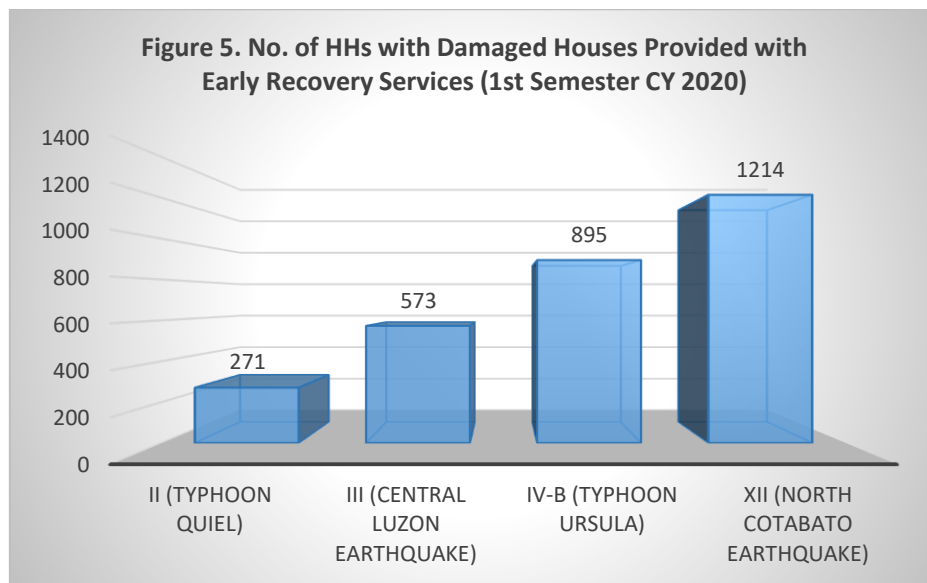
When broken down per office, it appears that Field Office IV-A deployed the most augmentation to 147 LGUs, followed by Field Offices VI (94 LGUs), III (93 LGUs) and V & VII (89 LGUs each).



And as expected, the highest recorded internally displaced households served during the previous semester were in Field Offices IV-A (121,303 IDPs) and VIII (101,628 IDPs) due to the Taal Volcano eruption and Typhoon Ambo respectively.



Meanwhile, accomplishments along provision of early recovery services to households with damaged houses are carry-over implementations of Emergency Shelter Assistance (ESA) and Cash-for-Work (CFW) for the previous year's disasters, as provision of ESA and CFW to eligible households can only commence upon receipt of Notice of Cash Allocation (NCA) and Sub-Allotment Advise (SAA). Among all regions who were able to provide ESA and CFW last semester, Field Office XII had the highest beneficiaries at 1,729 households.



100% of Field Offices are capacitated for disaster response. So far, all augmentation requests for funds for warehouse operations and non-food items (FNIs) were acted upon last semester. In fact, Department even garnered excellent ratings (average of 4.53 out of 5) in terms of customer satisfaction on provision of FNI delivery service.

D. Assessment of Outcome-Level Indicators

Thousands of households have been provided with early recovery services, but true impact could not be determined due to unspecified information on the total affected households. Early recovery and rehabilitation efforts include continuing relief assistance, cash-for-work, food-for-work, emergency shelter assistance, transitional shelters, and restoration of damaged houses. Based on statistical reports, the Department was able to provide early recovery services to a total of 2,953 disaster-stricken households last semester and all have been assisted into early recovery stage (100% of targets fully achieved). But if not compared against the population of disaster-affected households and individuals, there is no telling whether the interventions provided were able to reach a significant portion.

Table 24. First Semester Accomplishments on DRM Outcome Indicators

Output Indicator	Targets	Accomplishments	Assessment
Percentage of disaster-affected households assisted to early recovery stage	100%	100% (2953 out of 2953 HHs provided with assistance are in the early recovery stage)	Inconclusive

Adaptive and dedicated DSWD staff continue to be the pillar of disaster response especially in more challenging circumstances. However, safety measures must be in place to protect the workers against the COVID-19 virus. The commitment of DRMB, NRLMB and DRMD staff to be at the forefront of disaster response enabled the Department to maintain “close-to-normal” operations even with the implementation of the community quarantine. But there is a need to ensure that adequate personal protective equipment (e.g. PPEs, alcohol, facemasks, gloves, etc.) are provided and safety protocols are in place to keep staff healthy and protected from the pandemic. In addition, some staff have reported being overworked due to numerous unprogrammed situations requiring immediate attention and the working arrangement implemented in compliance to the quarantine policy.

E. Strategic Initiatives

Development of policies to improve the Department’s disaster response towards inclusivity still in progress. The Department, thru the DRMB, is in the process of finalizing and institutionalizing the following as committed strategies to make the disaster response more inclusive:

1. Draft guidelines for Multi-Stakeholder Volunteer Mobilization Program for Disaster Response
2. Draft amended Joint Memorandum Circular for Camp Coordination and Camp Management (CCCM) and Internally Displaced Persons (IDP) Protection Guidelines
3. RRP-CCAM Beneficiaries Impact Assessment Tool

F. Recommendations

1. **Revisit DRM indicators and set actual baseline targets.** Apart from setting realistic & achievable targets considering the Department’s financial, technological and workforce capacity, baseline targets must also be determined. As much as possible, refrain from setting undefined targets such as “as need arises” / ANA in order to track true progress of outputs and outcomes. Seeing as the Department has been responding to disasters for the past decade, yearly targets should be identifiable.
2. **Make necessary adjustments on the targets for the 1st semester OPC.** Consider the Field Offices’ recommendation to recalibrate some targets in the OPC, given the effect of the COVID-19 pandemic on some activities such as the implementation of the RRP-CCAM and capacity building of QRT members.

- 3. Ensure systems and mechanisms supporting disaster response can adapt to the “new normal”:**
 - On Monitoring - Coordinate with ICTMS in developing and utilizing online platforms for a more efficient monitoring of crucial activities such as the RRP-CCAM implementation as well as the movement of standby funds/stockpile at the Field Offices.
 - On LDIs/Capacity Building - Invest in ICT infrastructure and equipment for the conduct of learning development interventions (LDIs). Ensure that LDIs can be continued by shifting to alternative means such as video-teleconferencing and transforming training manuals into webinar versions. Also, it's high time to increase the pool of technical staff who can serve as RPs/subject-matter experts to keep up with the increasing TA requests from FOs and other CO-OBSUs.
 - On Current Protocols/Manuals - Continuous review and enhancement of policies and manual considering other context of disasters (i.e. emerging infectious disease during typhoon season).

- 4. Fast track the finalization of the guidelines/policies under the strategic initiatives.** Ensure finalization and institutionalization this year of the Guidelines for Multi-Stakeholder Volunteer Mobilization Program for Disaster Response, Joint Memorandum Circular for Camp Coordination and Camp Management (CCCM) and Internally Displaced Persons (IDP) Protection Guidelines & RRP-CCAM Beneficiaries Impact Assessment Tool.

- 5. Immediate cascading of the newly approved guidelines on the deployment of QRTs.** The said guidelines for a centralized management of deployment of QRTs has yet to be cascaded to the Field Offices.

- 6. Safety and welfare of workforce responding to disasters need careful attention.** Ensure that health and security concerns of the staff are attended to. Aside from providing protective kits and equipment, the management should provide comprehensive health and safety protocols/ measures to all DSWD staff – whether deployed in the field or serving skeletal staff at the office. In addition, proper workforce management must be ensured so that regular disaster operations will not be hampered.

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

A. Background

Since the issuance of the Local Government Code in 1991 where the delivery of basic services was devolved to the Local Government Units (LGUs), the DSWD's mandate has focused being the "enabler or steerer" of social welfare and development (SWD) intermediaries and other sector partners through **developing and setting of standards for**, and **assessment of the quality of SWD programs & services being offered to the poor and vulnerable individuals, families and communities**.

Under Organizational Outcome 4 which embodies its regulatory functions, the DSWD ensures that social welfare and development agencies (SWDAs) and service providers are implementing effective programs and services, specifically by the registration and licensing of SWD agencies and accreditation of SWD programs, services and service providers.

This Organizational Outcome is operationalized through the **DSWD SWDAs Regulatory Program** which aims to manage SWDAs and their implementation of SWD programs and services by establishing quality assurance measures. It involves registration and licensing of SWDAs to operate, as well as the accreditation of SWD programs and services of SWDAs and service providers.

The DSWD's primary regulatory activities or processes are: **(1) standards development** or setting standards for the registration, grant of license to operate and accreditation of SWDAs and service providers offering SWD programs and services; **(2) standards compliance monitoring** wherein the DSWD develops and enforces quality assurance measures for social welfare and development agencies (SWDAs) and other service providers to comply with in the delivery of social welfare and development (SWD) programs and services; **(3) accreditation of CSOs**; and **(4) standards monitoring** that includes regular monitoring visits and technical assistance were provided to accredited SWDAs to ensure their compliance to standards set.

B. Overall Assessment, Challenges, Risks & Opportunities

In spite of the challenges brought by the COVID-19 outbreak, the Department still managed to dutifully perform its regulatory functions. **Most semestral targets on registration & licensing of SWAs/SWDAs as well as the accreditation of service providers were outstandingly met**, having registered variances beyond 30 points. However, it must be noted that **performance in terms of accreditation of SWAs and CSOs was sub-par**, and deviated from the committed targets by a huge margin (less than 30 points).

Additionally, the Department appears to have also **experienced difficulties in catching up with its higher goal of ensuring that SWAs, SWDAs and Service Providers exhibit sustained compliance to social welfare and development standards**. Only six (6) Field Offices (I, III, IV-A, VIII, X, XII)⁹ were able to accomplish and/or exceed the percentages they committed for the first semester, while the others lagged behind (either registered negative deviations from targets or showed no progress) or did not provide data. With the enactment of the *Bayanihan To Heal As One Law (RA 11469)* which put the whole nation under community quarantine starting March 17, 2020, **the lockdown of borders, work/office protocols &**

⁹ Consolidated HPMS Form 4 Submissions

prohibition of travels and mass gatherings caused the deferment of regular on-site assessments for validation and accreditation as well as monitoring visits. Assessments were only fully conducted during the first two and a half months of the year, while postponements were indefinite and dependent on when the lockdown would be eased.

Mobility restrictions & limited office operations across government agencies also **affected the turnout of applications for RLAs during this period.** Documents that had to be facilitated/requested from other agencies (e.g. SEC Registration, Safety Certificates, etc.) could not be completed due to the lockdown, hence several Field Offices (NCR, CAR, III, IV-B, X, XI)¹⁰ reported either returning applications due to incomplete requirements, or not receiving applications at all. It has already been noted in previous assessments¹¹ that SWDAs tend to have difficulties complying with the needed requirements despite cycles of orientations and technical assistance, more so at a time when faced with unusual crises.

The need for adequate human resources has also been longstanding concern, but was further magnified when the focus and efforts of both DSWD and the LGUs were redirected to the implementation of the Social Amelioration Program. Some offices (CAR, VII, XII) recounted having staff from their Standards Section had to be deployed to the field to augment in the validation, encoding, payout and/or response teams.

Because of these, there have been **clamors to recalibrate OPC targets for 2020** given the effects of the pandemic the overall operations and priorities of the Department. Still, **maximum efforts were exerted by the DSWD as a whole in order to perform its regulatory mandate.** Amidst the pandemic, **continuous coaching, mentoring and provision of technical assistance** were still conducted with partner SWAs/SWDAs through alternative platforms (e.g. phone calls, emails and other online means). **Adjustments were also made in order to rectify the situation** such as allowing requirements to be submitted via email and the issuance of an advisory on the sixty (60)-day extension for applications for RLAs. The adoption of a skeletal staffing system also helped ensure continuous delivery of regulatory services.

Moreover, the established rapport between the Department and its stakeholders & intermediaries, ABSNET mobilizations, and general dedication and commitment of the Standards Bureau/Section staff were also instrumental in the achievement of its targets along regulation.

Albeit relatively new, the Department could also take this opportunity to revisit its process/guidelines on registration, licensing and accreditation of SWAs, SWDAs and Service Providers (MC No. 17, s. 2018) and take into consideration the adjustments that need to be made for the “new normal” (e.g. migration to digital/online platforms, digitization of the application process, remote conduct of assessments & validations, etc.).

C. Assessment of Output-Level Indicators

- **Semestral targets on registration and licensing of SWAs and SWDAs were outstandingly met, despite the limitations posed by the pandemic.** Part of the Department’s regulatory mandate is to register and/or license social welfare agencies (SWAs) and auxiliary social welfare & development agencies (SWDAs). This is done through a series of assessments determining that the purpose of these organizations is within the purview of SWD, and that they are also qualified & authorized to operate as SWAs/SWDAs.

¹⁰ Ibid.

¹¹ 2019 DSWD Assessment Report

For the first semester, the Department was collectively able to register and issue licenses to operate to a total of **48 SWAs** which is 45% more than the semestral target (66 SWAs) and 78% of the annual target (74 SWAs). Accomplishments in terms of **registration of auxiliary SWDAs were significantly higher** (110% more than first semester targets of 29 SWAs) and even exceeded the committed numbers for 2020 by 7% (annual target is 57 SWAs). The continuous provision of coaching & technical assistance to intermediaries via online means as well as the issuance of a sixty (60)-day extension on the submission of applications were seen as the main facilitating factors for the Department's performance in the midst of the pandemic.

It is important to note however that based on the HPMS submissions, **the targets for CY 2020 were significantly lower than the previous year** (2019 annual targets for registered/licensed SWAs: 183, auxiliary SWDAs: 157¹²), hence yearly improvements might be inconclusive. In addition, several offices were unable to meet the first semester commitments especially on the registration and licensing of SWAs (CAR, I, III, IV-B, VII, X, XI)¹³, due to the strict implementation of the community quarantine in these areas which resulted to lack of applicants and/or receiving incomplete requirements. Other offices, particularly those who appear to have made no progress (II, XII and CARAGA) either committed their targets in the second semester or recalibrated their OPCR indicators.

The top performing offices in terms of registration and licensing of SWAs were the Central Office (11 SWAs), Field Office IV-A (8 SWAs), and Field Office VI (6 SWAs). As for registering auxiliary SWDAs, the lead performers were the Central Office (10 SWDAs), Field Office VI (8 SWDAs), and Field Office NCR (7 SWDAs).

Table 25. Social Welfare Agencies Registered and Licensed for the 1st Semester of CY 2020

Output Indicator #1: Number of SWAs and SWDAs registered, licensed and accredited				
	PHYSICAL TARGET	ACCOMPLISHMENT	VARIANCE	ASSESSMENT
a. Total Registered and Licensed SWAs				
Central Office	0	11	11	Minor Deviation (+)
NCR	5	5	0	On Target
CAR	1	0	-1	Minor Deviation (-)
I	2	1	-1	Minor Deviation (-)
II	0	0	0	No Progress
III	7	5	-2	Minor Deviation (-)
IV-A	0	8	+8	Minor Deviation (+)
IV-B	3	0	-3	Minor Deviation (-)
V	0	1	+1	Minor Deviation (+)
VI	0	6	+6	Minor Deviation (+)
VII	8	4	-4	Minor Deviation (-)
VIII	0	2	+2	Minor Deviation (+)
IX	0	4	+4	Minor Deviation (+)
X	4	0	-4	Minor Deviation (-)
XI	3	1	-2	Minor Deviation (-)
XII	0	0	0	No Progress
CARAGA	0	0	0	No Progress
TOTAL	33	48	45%	MAJOR DEVIATION (+)

¹² 2019 DSWD Assessment Report

¹³ Consolidated HPMS Form 4 Submissions

Table 26. Auxiliary Social Welfare & Development Agencies Registered for the 1st Semester of CY 2020

Output Indicator #1: Number of SWAs and SWDAs registered, licensed and accredited				
	PHYSICAL TARGET	ACCOMPLISHMENT	VARIANCE	ASSESSMENT
b. Total Registered Auxiliary SWDAs				
Central Office	0	10	+10	Minor Deviation (+)
NCR	10	7	-3	Minor Deviation (-)
CAR	2	2	0	No Progress
I	2	1	-1	Minor Deviation (-)
II	0	3	3	Minor Deviation (+)
III	7	4	-3	Minor Deviation (-)
IV-A	0	5	5	Minor Deviation (+)
IV-B	1	0	-1	Minor Deviation (-)
V	0	2	2	Minor Deviation (+)
VI	0	8	8	Minor Deviation (+)
VII	2	5	3	Minor Deviation (+)
VIII	0	2	2	Minor Deviation (+)
IX	0	5	5	Minor Deviation (+)
X	2	3	1	Minor Deviation (+)
XI	3	2	-1	Minor Deviation (-)
XII	0	1	1	Minor Deviation (+)
CARAGA	0	1	1	Minor Deviation (+)
TOTAL	29	61	110%	MAJOR DEVIATION (+)

- **On the other hand, the Department lagged behind in the accreditation of SWAs and CSOs.** Accreditation refers to the process of assessing and accrediting the SWD programs and services of SWAs once determined to be compliant with the DSWD standards on the following work areas: (1) Administration and Organization Program Management, (2) Case Management, (3) Helping Interventions and (4) Physical Structure and Safety.

Overall, the DSWD has experienced challenges in accomplishing the target accreditations during the first semester due to the imposed nationwide travel restrictions and border lockdowns which prohibited on-site assessments and validations. With this, **only a total of 20 SWAs were accredited last semester – a far cry from the semestral and annual targets of 40 SWAs (-67% variance) and 116 SWAs (-83% variance).** Only the accreditation of DSWD Centers was on target, compared to NGOs, LGU-Run Centers and Senior Citizen Centers. Another justification for this sub-par performance could be the shift in focus of both the Department and the LGUs to the implementation of the Social Amelioration Program in response to the COVID-19 crisis.

Table 27. Social Welfare Agencies (NGOs, DSWD Centers, LGU Centers, Senior Citizens Centers) Accredited for the 1st Semester of CY 2020

Output Indicator #1: Number of SWAs and SWDAs registered, licensed and accredited				
	PHYSICAL TARGET	ACCOMPLISHMENT	VARIANCE	ASSESSMENT
c. Accredited SWAs (NGO, DSWD Centers, LGU Centers, Senior Citizens Centers)				
NGO	44	10	-34	Major Deviation (-)
DSWD Centers	4	5	+1	Minor Deviation (+)
LGU-Run Centers	4	3	-1	Minor Deviation (-)
Senior Citizen Center	8	2	-6	Minor Deviation (-)
TOTAL	60	20	67%	MAJOR DEVIATION (-)

Similarly, **accomplishments in terms of accreditation of Beneficiary Partner CSOs were less than the desired outcome.** The DSWD officially recognizes CSOs as eligible beneficiary of programs or projects utilizing government or public funds, in compliance with Section 65 of the General Provisions under the FY 2020 General Appropriations Act

(Republic Act No. 11645). However, **only 140 out of the first semester target of 250 beneficiary CSOs were accredited, or 44% less than the intended numbers for the said period.** This also only reflects 18% of the entire CY 2020 target of 760 CSOs.

Apart from the lack of applicants due to the pandemic, there were also no endorsements from SLP-RPMOs for the accreditation of their SLP Associations (SLPAs) under the micro-enterprise development track. SLPAs would also need to comply with the requirements set by the new guidelines on the implementation of the SLP (MC No. 22, s.2019) in order to be eligible for accreditation, and perhaps only a few of them were able to do so during the first semester.

So far, **only five (5) Field Offices – IV-A, V, VI, VII & XI – were able to record accomplishments** under this particular indicator, with Field Offices VI and IV-A top performers. On the other hand, no CSO has yet to be targeted and accredited to receive DSWD funds to implement or co-implement government programs and projects.

Table 28. Beneficiary Partner CSOs Accredited for the 1st Semester of CY 2020

Output Indicator #2:				
Number of CSOs Accredited	PHYSICAL TARGET	ACCOMPLISHMENT	VARIANCE	ASSESSMENT
CSOs Accredited (Beneficiary Partner CSOs c/o Field Offices)				
NCR	ana	0	0	No Progress
CAR	ana	0	0	No Progress
I	0	0	0	No Progress
II	ana	0	0	No Progress
III	150	0	-150	Major Deviation (-)
IV-A	0	39	+39	Major Deviation (+)
IV-B	ana	0	0	No Progress
V	0	8	+8	Minor Deviation (+)
VI	20	57	+37	Major Deviation (+)
VII	0	6	+6	Minor Deviation (+)
VIII	0	0	0	No Progress
IX	0	0	0	No Progress
X	50	0	-50	Major Deviation (-)
XI	30	30	0	On Target
XII	0	0	0	No Progress
CARAGA	0	0	0	No Progress
TOTAL	250	140	-44%	MAJOR DEVIATION (-)

- **Meanwhile, the target number of service providers for accreditation throughout CY 2020 was already exceeded after the first semester, except for Child Development Workers. Nonetheless, the latter is well on its way in achieving annual targets.** The Department recognizes service providers who comply with DSWD standards. Only the DSWD Central Office processes the accreditation of social workers managing court cases (SWMCCs) while the Field Offices handle that of pre-marriage counsellors (PMCs) and child development workers (CDWs).

Performance in terms of issuance of certificate of accreditation among service providers was considerably better than initially projected, as 43 SWMCCs (+179% variance from the 24 annual target), 231 PMCs (+193% variance from the 120 annual target) and 2,199 child development workers (67% of the 3,250 annual target) were accredited.

Continuous provision of technical assistance and sustained coordination with partners (e.g. GOCCs, NGAs, LGUs, and private organizations) were seen as the major contributory factors for the high performance along accreditation of service providers.

For PMC accreditation, the top performers were Field Office CAR (62 PMCs), VI (48 PMCs) and IV-A (30 PMCs) while Field Office CARAGA (312 CDWs), III (300 CDWs), and CAR (274 CDWs) led the CDW accreditation.

Table 29. Social Welfare Service Providers Accredited for the 1st Semester of CY 2020

Output Indicator #3: Number of Service Providers Accredited	PHYSICAL TARGET	ACCOMPLISHMENT	VARIANCE	ASSESSMENT
Social Workers Managing Court Cases (c/o Central Office)				
Central Office	12	43	+31	Major Deviation (+)
Pre-Marriage Counselors (c/o Field Offices)				
NCR	4	0	-4	Major Deviation (-)
CAR	15	62	+47	Major Deviation (+)
I	10	8	-2	Major Deviation (-)
II	4	4	0	On Target
III	12	16	+4	Minor Deviation (+)
IV-A	0	30	+30	Major Deviation (+)
IV-B	0	0	0	No Progress
V	0	7	+7	Minor Deviation (+)
VI	0	48	+48	Major Deviation (+)
VII	11	13	+2	Minor Deviation (+)
VIII	0	16	+16	Minor Deviation (+)
IX	0	1	+1	Minor Deviation (+)
X	12	6	-6	Major Deviation (-)
XI	4	6	+2	Minor Deviation (+)
XII	0	9	+9	Minor Deviation (+)
CARAGA	0	5	+5	Minor Deviation (+)
TOTAL	72	231	+221%	MAJOR DEVIATION (+)
Child Development Workers (c/o Field Offices)				
NCR	12	12	0	On Target
CAR	265	274	+9	Minor Deviation (+)
I	190	246	+56	Major Deviation (+)
II	250	260	+10	Minor Deviation (+)
III	250	300	+50	Major Deviation (+)
IV-A	0	154	+154	Major Deviation (+)
IV-B	6	6	0	On Target
V	0	45	+45	Major Deviation (+)
VI	0	200	+200	Major Deviation (+)
VII	200	200	0	On Target
VIII	0	134	+134	Major Deviation (+)
IX	0	0	0	No Progress
X	0	0	0	No Progress
XI	25	18	-7	Minor Deviation (-)
XII	0	38	+38	Major Deviation (+)
CARAGA	263	312	+49	Major Deviation (+)
TOTAL	1,461	2,199	+51%	MAJOR DEVIATION (+)

- **Timeliness of the issuance of RLAs have also been affected by the declared lockdown due to COVID-19.** Only 54.71% of the target 100% of SWDAs were issued RLA certificates within 30 working days upon receipt of compliant application. The delays were mainly caused by the mobility and staffing restrictions that came with the declaration of the nationwide lockdown.
- **Policy and guidelines developments/enhancements have been initiated.** To ensure that social welfare standards and quality assurance measures are continuously responsive to the current situation and needs of both the Department and its intermediaries, several policy and standards enhancements were initiated/finalized last semester by the Standards Bureau.

- The decentralization of accreditation of SWDAs operating in one region was approved by the Secretary as MC No. 1, s. 2020 last January.
 - For RLA, the Operations Manual of the MC No. 17, s. 2018 was revised and shared with the Field Offices.
 - The guidelines on the compliance monitoring of SWDAs have also been drafted and approved at the ManCom level.
 - The DSWD Regulatory Standards Development Framework has also been drafted and routed for consultation.
 - Accreditation assessment tools for SWMCCs, Community-Based Programs & Services, Center-Based & Non-Residential SWD Programs & Services, and Special Drug Education Center, are also being developed.
 - Also initiated in the previous semester is the development of guidelines in the accreditation of CSOs as beneficiaries using DSWD funds.
- **Fund utilization needs to significantly pick up by second semester.** So far, only PHP 19,828,276.86 was utilized as of June 2020 or 34.79% of the 2020 allotment of PHP 56,990,392.00 (covering Maintenance and Other Operating Expenses), for standards development, registration, licensing and accreditation services of the DSWD. The rather slow utilization rate for the first semester is mainly caused by the postponed activities (e.g. trainings, meetings, scheduled travels/on-site visits) due to the lockdown.

D. Assessment of Outcome-Level Indicators

- **Monitoring of registered SWAs, SWDAs and Service Providers for their sustained compliance to SWD standards was impeded by the lockdown, hence most offices are unable to meet intended percentages.** Due to cancellations of scheduled monitoring activities/visitations to SWAs, SWDAs and Service Providers, only a few offices (I, III, IV-A, VIII, X, XII) were able to accomplish their desired outcomes. However, it has been noted in several times in previous assessments¹⁴ that under normal circumstances, only a few SWAs and SWDAs (at most 10%) are able to sustain their compliance to SWD standards, perhaps due to low targeting (2020: 10% of Accredited SWAs, 5% of Registered & Licensed SWAs)¹⁵.

¹⁴ 2018 & 2019 DSWD Overall Assessment Reports

¹⁵ FY 2020 General Appropriations Act Section XXII-A

Table 30. Percentage of SWAs, SWDAs and Service Providers with Sustained Compliance to SWD Standards for the 1st Semester of CY 2020

Outcome Indicator: Percentage of SWAs, SWDAs and service providers with sustained compliance to social welfare and development standards	TARGET	ACCOMPLISHMENT	VARIANCE	ASSESSMENT
Central Office	100.00%	12.50%	-87.50%	Major Deviation (-)
NCR	100.00%	0.00%	-100.00%	Major Deviation (-)
CAR	100.00%	30.00%	-70.00%	Major Deviation (-)
I	78.31%	78.31%	0.00%	On Target
II	0.00%	0.00%	0.00%	No Progress
III	50.00%	53.12%	3.12%	Minor Deviation (+)
IV-A	29.33%	29.33%	0.00%	On Target
IV-B	48.00%	8.00%	-40.00%	Major Deviation (-)
V	ANA	0.00%	0.00%	No Progress
VI	100.00%	31.91%	-68.09%	Major Deviation (-)
VII	No data provided	No data provided	No data provided	No data provided
VIII	0.00%	14.00%	14.00%	Minor Deviation (+)
IX	No data provided	No data provided	No data provided	No data provided
X	20.00%	33.63%	13.63%	Minor Deviation (+)
XI	50.00%	13.33%	-36.67%	Major Deviation (-)
XII	100.00%	175.00%	75.00%	Major Deviation (+)
CARAGA	38.00%	9.50%	-28.50%	Minor Deviation (-)

- **A sizeable number of SWAs & SWDAs are operating with expired RLAs.** The most basic quality assurance criteria that SWAs and SWDAs must comply to and sustain is to register/obtain a license to operate. But to date, the Standards Bureau has a recorded number of 1,482 SWDAs with expired registration and 558 SWAs with expired licenses. And of the total 1,574 accredited SWAs, only 41% or 651 SWAs have valid accreditation. A more robust and pro-active advocacy for registration, licensing and accreditation must then be done to minimize the cases of SWAs/SWDAs operating without RLAs.

E. Strategic Initiatives

- **Initiatives to further improve regulatory services are currently being developed/implemented.** With the objective of further upgrading its regulatory processes, the Department thru the Standards Bureau is in the process of establishing a Quality Management System certifiable to ISO 9001:2015. In line with this, Quality Manuals for both the Central Office and Field Offices are currently being developed. Moreover, the Department has since adjusted the regulatory activities in compliance to the DSWD COVID-19 Response and Recovery Plan, starting with the reduction of regulatory burdens (e.g. extension of applications, processing of initial documents & postponement of validation assessments, etc.).

Some necessary capacity building activities were successfully conducted before the lockdown such as the Training of Trainers on Pre-Marriage Orientation and Counseling (2 batches) and Trainers Orientation on Newly Approved Guidelines and Customer-Friendly Tools for Assessors and Applicants.

- **Continuous advocacy & support for proposed bills.** Some initiatives were also done in connection to the SWDA and Public Solicitation Bills. Position papers and briefers were submitted to the House and Senate as well as attendance to hearings were ensured.

F. Recommendations

1. **Urgent development/implementation of necessary adjustments to the processes of facilitating RLAs to adapt to the “new normal”.** In the long run, the Department must consider developing alternative means in processing RLAs and monitoring compliance of SWAs and SWDAs. This could be in the form of migrating the application process to digital platforms (i.e. through a dedicated website/information system) and instituting a mechanism that can allow for remote monitoring of SWAs and SWDAs. Meanwhile, some of the short-term adjustments identified in lieu of physical assessment visits are:
 - Focus on follow-up of compliance of those whose accreditation assessment were held in abeyance
 - Extend the compliance period beyond six months, while focusing on those assessed in 2019 but did not meet accreditation requirements
 - Efforts may be directed towards registration and licensing instead, as these can be achieved remotely (at home and/or through skeletal staffing system). Documents may be submitted online via email
 - Table assessment for accreditation may be done for the following: (1) those applying for renewal, (2) if there are no significant changes within the agency and (3) if the aim is Level 1 Accreditation
 - Levels 2 and 3 Accreditation may only be attained after on-site visits
2. **The Department must also revisit all guidelines on standards and monitoring – be it recently approved or still currently being drafted – and assess their applicability especially in the current situation.** One guideline mentioned by the Field Offices is Administrative Order No. 15, s. 2012 or the Revised Standards on Residential Care Facilities. Some SWAs, particularly the DSWD-run facilities are requesting for the indicators contained in the said guidelines to be reviewed and assessed. Based on the Evaluation of DSWD Residential Care Facilities by the PDPB in 2018, accreditation indicators must clearly distinguish the varying levels of accreditation of centers. Moreover, indicators must now focus on results/outcomes (i.e. success indicators measuring person-centered/client objectives such as rehabilitation, recovery and reintegration).
3. **Consider allowing for recalibration of 2020 OPCR targets on RLA, especially for the Field Offices.** Due to the mobility limitations brought by the COVID-19 pandemic, Field Offices are requesting for adjustments on the targets in the OPCR (either carry over variances to the second semester or lower the annual targets). Note that with the implementation of the SAP, many Field Office Standards Section staff were asked to be deployed in SAP operations, making it even more challenging to meet target RLAs.
4. **Ensure adequate resources, particularly ICT support, are in place.** In anticipation of the “new normal”, there is a need to invest in ICT infrastructure and facilities to ensure smooth digitization of RLA processes. Fast track the procurement of equipment as some Field Offices reported lacking scanners needed to process documents/applications.
5. **Implement pro-active strategies to strengthen the promotion of regulatory functions of DSWD among LGUs, NGAs, SWDAs/SWAs and other stakeholders.** Constant monitoring, follow-ups and provision of technical assistance have been key strategies in the achievement of the target and the outcome indicators. However, seeing as there are still a lot of SWAs and SWDAs operating with expired registrations/licenses/accreditations, the Department must continue to be pro-active in the advocacy towards sustaining compliance to SWD standards. If not an effective reward system, the Department may institute a policy ordering sanctions against

uncooperative SWDAs/SWAs and LGUs. This is to compel SWAs/SWDAs and Service Providers to apply for and sustain their RLAs.

Organizational Outcome 5: Delivery of Social Welfare and Development Programs by Local Government Units through Local Social Welfare and Development Offices Improved

The Local Social Welfare and Development Offices (LSWDOs) are crucial in the delivery of social welfare services and programs at the Local Government Unit (LGU) level as mandated in the Local Government Code. The DSWD through Executive Order no. 221 series of 2003 is mandated to provide technical assistance and resource augmentation to enable LGUs, NGOs, other NGAs, POs and other members of the civil society in implementing social welfare and development programs including disaster management.

Hence, the Department continually commits as its strategic goal under Organizational Outcome 5 (OO5) to assist LGUs specifically LSWDOs in improving the delivery of social services and programs. As such, funds are allocated and released directly to the different field offices to implement TARA program consistent to the provision of Memorandum Circular No. 10 series of 2018 or the Guidelines on the provision of Technical Assistance and Resource Augmentation to LGUs through its LSWDOs and Memorandum Circular No. 04 series of 2020 or the Special Guidelines on the Provision of Social Amelioration Measures by the DSWD to the Most Affected Residents of the Areas under Community Quarantine and Continuation of the Implementation of the Social Pension and Supplementary Feeding Program.

To complement Memorandum Circular No. 10 series of 2018, the DSWD enhanced its LSWDO Service Delivery Assessment Tool, which serves as an instrument to: determine the level of service delivery by LSWDOs as frontline service providers of SWD programs and services, in general; and, identify specific gaps, problems or issues and concerns affecting the capacity of LSWDOs, with the corresponding needs and interventions or specific TA and/or RA, in particular.

Technical Assistance and Resource Augmentation Program

Technical Assistance and Resource Augmentation is an inherent function of the Department by virtue of the Local Government Code of 1991 and Executive Order No. 221 in 2003 redirecting the functions of DSWD from service deliverer to technical assistance provider.

Assessment, Challenges, Risks and Opportunities

The Department must revise and align its current strategic plan to respond to the COVID-19 pandemic. Thus, the Department issued Administrative Order No. 3 also known as DSWD COVID-19 Response and Recovery Plan for 2020-2022. Plans were recalibrated to adjust to the COVID-19 response requirements, adoption of ensure economy measures in the government due to emergency situation by virtue of the National Budget Circular 580 and consider mitigation of effects of the COVID-19 on health and physical well-being of employees.

The COVID-19 Pandemic Poses Great Challenges in Achieving the Improvement of Service Delivery of LSWDO. Around 50%¹⁶ (or 814) of the LGUs nationwide were assessed its Service Delivery Capacity and Competency. The said assessment will serve as basis of the formulation of TARA Plans of Field Offices and of the TARA Agenda for three (3) years (2020-2022).

The Service Delivery Capacity and Competency Assessment Information System (SDCCA-IS) was developed last June 2020 and will be tested in the second semester 2020. While the LSWDO-IS enhancement is on-going, the Department is currently utilizing the excel database to facilitate the processing of results that will serve as basis in the formulation of TARA Plans for the LGUs.

Everything has been set altogether, the TARA Plans and the Strategic Contribution Implementation Plan (SCIP) of the Department. Until in March 15, 2020, the country was placed under a National Health Emergency Status due to COVID-19 global pandemic. Thereafter, the entirety of Luzon was placed under Enhanced Community Quarantine in March 17, 2020. Up to this time, community quarantine is still observed in different categories across provinces.

The situation poses great challenges in terms of implementing the plans and meeting the needs of the Department's clientele system.

Output-level Indicators

Provision of technical assistance and resource augmentation to LSWDO in the 1st semester exceeded the annual target. The on-going distribution of Social Amelioration Program (SAP) nationwide is one of the priority program of the DSWD to reduce the impact of Covid-19 pandemic to food insecurity nationwide. The DSWD Field Offices continue to provide technical assistance and resource augmentation to LGUs in implementing social welfare and development programs including disaster management as it is a mandated function of the Department. For the first semester 2020, there are 1,029 LGUs provided with technical assistance (TA) out of 1,022 targets while 1,222 LGUs were provided with resource augmentation out of 942 targets. Technical Assistance and Resource Augmentation provided were through the SAP which mainly involved the distribution of emergency cash subsidies to qualified constituents of LGUs.

Implementation of Learning and Development Interventions behind on the set target. In terms of the Learning and Development Interventions, out of 37 LDIs planned to be implemented within the semester, nine (9) were implemented by the FOs. Only three (3) FOs (IV-B, VII and CARAGA) managed to conduct their LDIs. This represents 24.32% of the total target for the semester. The reduction of accomplishments affected after the issuance of the NBC 580.

¹⁶ As of First semester 2020 50% of LGUs were assessed using the enhanced LSWDO Service Delivery Tool. It is important to note that SWIDB strategies for 2020 on Organizational Outcome #5 is the Completion of the Service Delivery Capacity and Competency Assessment (SDCCA) of the other 50% of the LGUs.

Table 31. Assessment of Learning and Development Interventions

Output Indicators	Target	Accomplishment	Variance	Assessment
Number of learning development interventions provided to LGUs	37 LDIs	9 LDIs	-75.7%	Inconclusive
Percentage of LGUs provided with technical assistance	1,022 LGUs	1,029 LGUs	0.7%	Target Achieved
Percentage of LGUs provided with resource augmentation	942 LGUs	1,222 LGUs	2.99%	Target Achieved

On the fund utilization and other financial status, out of 137,143,514 Php obligated funds by SWIDB, a total of 93,442,242 were disbursed. This represents about 68.13% utilization.

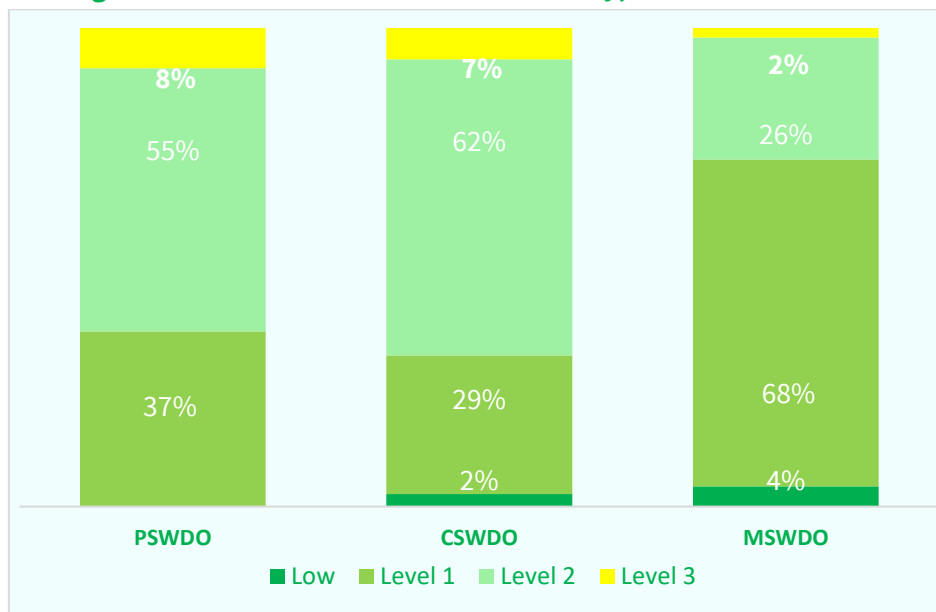
No Reported Satisfactory Rating of TA and RA on 1st Semester 2020. For the 1st semester 2020 no satisfaction rating was received by the SWDIB from the Field Offices.

Outcome-level Indicators

Majority of LSWDO are in level 1 of service delivery. Eight hundred fourteen or 50% of the total number of LSWDOs were assessed and validated in terms of capacity to deliver and 642 or 40% of LSWDO Heads participated in the self-assessment to determine their competency to lead and manage. The assessment will continue in the second semester to include the remaining LSWDOs.

Referring to 2019 LSWDO Service Delivery results, majority (61% or 418) of the LSWDOs that were assessed meet Level 1, which is the minimum expected Service Delivery Capacity level. Around 32% or 224 LSWDOs are at Level 2 and three percent (3%) or 23 at Level 3. Meanwhile 25 or 4% did not meet the minimum expected capacity level. The LSWDOs are doing well in the area of Client Assessment, however they are weak on the aspect of Planning Formulation. LSWDOs that achieved Level 3 are recognized as with improved service delivery and may consider as possible benchmarks for good practices. Their innovations have to be documented for knowledge-sharing. On the other hand, the rest that have the potential to move towards higher capacity level.

Figure 21. LSWDO Level of Service Delivery, First Semester 2020



Strategic Contribution Implementation

In February 2020, the SWIDB strategies to achieve Organizational Outcome #5 were identified, set and vetted before the members of the Executive Committee members and the auditors of the International Solidarity of Asia. Among the strategies are as follows:

1. Completion of the Service Delivery Capacity and Competency Assessment (SDCCA) of the other 50% of the LGUs;
2. Development of the TARA Agenda;
3. Validation of the 64 targeted provinces and cities to have achieved a fully functional status;
4. Development of Modules for the TARA Service Providers;
5. Development of Modules on Program Management for LSWDOs; and
6. Development of Partnership Manual with LGUs, Learning Service Providers (LSPs) and partners.

To accomplish the organizational outcome under TARA, SWIDB Strategic Contributions were recalibrated to align with the requirements of DSWD RRP 2020-2022.

1. **The conduct of the SDCCA in the remaining LGUs and validation of the 64 targeted provinces and cities was deferred in 2021.** Instead of the validation and conduct of SDCCA, the data set of the 2019 assessment will be migrated into the SDCCA Information System (IS). There will be four rounds of Users Acceptability Test to be conducted with SWIDB, Luzon, Visayas, and Mindanao clusters in July 2020. The FOs will continuously provide technical assistance to LGUs especially along Social Amelioration Program.
2. **Development of the Module on Program Management and Modules for TARA Service Providers.** A proposal on Capacity Development focusing on Learning and Development was approved by DFAT with ongoing engagement with a hired resource person cum consultant. This project will be implemented fully by the second semester 2020.
3. **Development of a Partnership Manual Engaging LGUs and Learning Service Providers.** This will help provide guidance to the partnership contracting process with LCEs of LGUs. The process of the development started last May 2020.

4. **Development of E-Courses for Learning and Development Interventions.** With the existing health protocols on mass gathering, social distancing and limited mobility under the community quarantine, online/digital platforms were explored. LDIs on Facilitating Change and Innovation and Building Network and Collaborative Partnerships were developed for online/digital platforms to be launched in September and October respectively. Also, the Yakap Bayan Training for Persons Who use Drugs (PWUDS) is in the process of designing an e-course and to be launched in October 2020.
5. **The Technical Assistance (TA) agenda was developed to provide guidance to all the stakeholders providing these services to the LSWDOs.** It also seeks to align efforts of the Department to contribute to the achievement of the Philippine Development Plan (PDP), Organizational Outcome No. 5 of the Department, the Performance Governance System (PGS), and the Department's Thrusts and Directions. The document is for finalization.

Support Activities

To help the Bureau to transition to online/digital platform, the following were conducted:

1. Developed the transition proposal which will guide the Bureau in strengthening its operations and enhancing its capacities to transition to online transactions/use of digital platforms in the delivery of its mandate.
2. G-Suite sessions were conducted to train both technical and administrative staff on the different google apps to equip them with knowledge and skills for online transactions.
3. Twenty-nine (29) Knowledge Products were developed based on technical assistance (TA) provided to the OBS and FOs, and available for references and use.
4. Thirty (30) Knowledge sharing Sessions (KSS) were conducted most of the sessions focused on providing orientation on Social Amelioration Program related information and concerns.
5. Developed seven (7) guidelines along the establishment of learning networks, knowledge sharing collaboration mechanisms/facilities and partnership.
6. Forged partnership with Association of the DSWD Social Workers, Inc. and Association of Local Social Welfare and Development Officers, Inc. (ALSWODPI)

Recommendations

Based on the presented data, majority of the OO5 commitments are accomplished for 1st semester 2020. This proves that regardless of the current situations, the functions of the Department as Technical Assistance provider to LGUs and stakeholders are very significant and vital to ensure that social welfare and development programs are efficiently and effectively implemented in the LGUs. However, development of LDIs needs strengthening given the limitation of face to face capacity building programs.

The current pandemic situation of the country is a wake-up call for the Department to be ready to combat future crises. To ensure responsive and efficient delivery of social welfare program and services it is very important to take the necessary actions:

Invest on digitization of existing tools, processes and procedures. The Pandemic situation has paved the way for the Department to transition from face to face transactions to online/digital platforms. Although this offers very challenging birth pains, it will maximize the

reach of potential customers in the future. The Department must also invest on Learning Management System (LMS) or online learning platform so that the provision of Technical Assistance and Skills Development can be conducted through modular based and online training courses.

Revisit the Overall Result Framework for OO5. The existing OO5 framework must be revisited and come-up with a comprehensive set of measures to mitigate the impact of COVID-19 pandemic especially for low income LGUs. We must also consider developing indicators on how DSWD can influence the local development process in the LGUs. DSWD must ensure that priority programs and services on social welfare and development are included in the Comprehensive Development Plan, Local Development Investment Programs and Annual Investment Programs of the LGUs.

Anticipatory and Forward Planning of TARA Plans. The 2019 LSWDO Service Delivery results are rich information to develop the TARA plans and agenda of the Field Offices and CO-OBS. A very good plan remains to be just another document if it is not implemented.

Develop a system on monitoring and reporting of the TARA provision of the Department. We are accountable on our investment and expenditures, it is very important that a monitoring system is in place to track changes and progress on DSWD's TARA.

Support to Operations

The Support to Operations Group is responsible for fulfilling the Department's roles on policy and plans development, regulation of Social Welfare and Development Agencies (SWDAs), national poverty targeting at the family level, and liaising with Congress and partners for priority socials safety nets, social welfare and development policies. The Support to Operations also provides leadership in various inter-office and inter-agency committees, councils, technical working groups at the national, regional (ASEAN) and international levels in communicating, advocating, coordinating and collaborating matters along the areas of social protection and social welfare.

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

The Policy Development and Planning Bureau (PDPB) is the Department's lead office in the development of policies and plans, conduct of researches, and monitoring and evaluation of plans and policies that influence management decisions. At the regional and international level, the Bureau supports the leadership role of the Department in ASEAN, APEC, and UN for matters concerning social welfare and development.

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

Social Technology Bureau (STB) who is responsible for the formulation and enhancement of customer-driven social welfare and development models of intervention addressing current and emerging needs/issues of the poor, vulnerable and disadvantaged individuals, groups or families.

National Household Targeting Office (NHTO) who ensures the development and adoption of relevant unified criteria that identifies poor households who would be beneficiaries of social

protection programs. It aims to improve access and utility to/of the national database of poor households of various social protection stakeholders.

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

Internal Audit Service (IAS) who assists the management in all matters relating to operations and management control through the independent appraisal of the adequacy and effectiveness of internal controls, and the conduct of management and operations audits.

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

Social Welfare Institutional Development Bureau (SWIDB) who is responsible for enhancing competencies of staff and partners (intermediaries and stakeholders) of DSWD in performing and achieving its goals as lead in the social welfare and social protection sector.

Resource Generation and Management Office who is mainly responsible in harmonizing, streamlining and facilitating the resource generation efforts and management.

A. Assessment of Physical and Financial Accomplishment

Table 32. Policy and Plan Development

Performance Indicator	Target	Accomplishment (1 st Semester)	Variance	Assessment
Number of SWD legislative or executive issuances prepared for executive/legislative approval	6	2	-66.7%	Major Deviation
Number of agency policies approved and disseminated	30	23	-23.3%	Minor Deviation
Number of agency medium-term plans formulated and disseminated	-	2		Inconclusive
Number of agency annual plans formulated and disseminated	9	4	-55.6%	Major Deviation
Number of researches completed	5	1	-80.0%	Major Deviation
Number of position papers prepared	120	45	-62.5%	Major Deviation

Social welfare and development issuances were produced. With the enhancement of the Social Protection Operational Framework and the development of Social Protection Plan 2020-2022, the Department, spearheaded by PDPB, has also developed the Social Protection Plan Milestones Monitoring Tool. This shall be used for quarterly monitoring and updating of the Social Protection Plan and will also serve as basis for the annual progress report of the SDC-SCSP. Likewise, the Social Protection Communication Plan has been drafted.

Also, for the ASEAN and other international bodies, the DSWD, thru the SOCA Leader/ SOMSWD Leader has prepared country papers and statements on SWD matters, as well as reports and policy documents for the UN and ASEAN on international and regional undertakings. These also includes inputs to International / Bilateral and Multi-Lateral Cooperation, Regional Instruments, National technical documents and other Country Statements.

Agency policies issued were timely and relevant to the emerging needs of the Department. For the first semester of 2020, the Department has approved and disseminated Seventeen (17) Memorandum Circulars and Six (6) Administrative Orders through the agency's policy development process. Most of the recently approved policies were crafted as part of the response and recovery mechanism of the government in the Covid-19 Pandemic. These policies include guidelines on provision of Social Amelioration Measures and implementation of the Balik Probinsya Bagong Pagasa Program as well as supplemental guidelines for the provision of AICS, SFP, and Emergency Subsidy during pandemic.

Likewise, also included in the major policies approved and disseminated this 1st semester were the Department's COVID-19 Response and Recovery Plan 2020-2022 (DSWD AO 3 s.2020) and the Adoption of PGS Pathways, DSWD Strategy Map 2028 and DSWD Governance Scorecards (DSWD AO 5 s. 2020).

Strategic medium-term and annual plans were formulated, updated and disseminated. For the first semester of 2020, the Bureau has formulated, updated and disseminated two (2) medium-term plans and four (4) annual plans. The annual plans were mostly sectoral plans, including the DSWD 2020 *Plan of Action for the Persons with Disability Sector*, DSWD 2020 *Plan of Action for the Children Sector*; and DSWD 2020 *Gender and Development Plan and Budget*, The 2021 *DSWD Thrusts and Priorities* was also updated during the period. Furthermore, the DSWD Three-Year Rolling Infrastructure Plan and the DSWD Medium Term Expenditure Plan 2020-2023 were also crafted this semester.

The DSWD sectoral plans aim to rationalize sector-related efforts by translating the objectives of its related laws and policies into concrete programs of action. These sectoral plans would help promote the rights and welfare of each concerned sector. It would also set priority areas and action points that would guide efforts towards the promotion of security and dignity of the concerned sectors. Meanwhile, the 2021 DSWD Thrusts and Priorities are consistent with the Philippine Development Plan 2017-2022 and supports the priority agenda on reducing poverty, however, given the pandemic, this document would be revisited prior to final approval and dissemination.

Further, the *DSWD Three-Year Rolling Infrastructure Plan* and the *DSWD Medium Term Expenditure Plan* would help the Department promote macroeconomic stability and fiscal discipline. It would help attain better inter- and intra-sectoral resource allocation, greater budget predictability for spending agencies, more efficient use of public funds, stronger political accountability for expenditure outcomes, and greater credibility of budgetary decision making.

Monitoring, research and evaluation of DSWD programs, projects and services were initiated and completed. The 2019 DSWD Annual Technical Report was produced, which features the physical and financial accomplishments of the DSWD programs, projects and services from the previous year's implementation. Also produced was the 2019 DSWD Assessment Report which highlights the achievement in the Department's output and outcome objectives in line with the DSWD Strategic Plan 2018-2022, major challenges and recommendations to address the variances in the Department's accomplishments as evidenced from key indicators.

Further, in terms of monitoring and evaluation of the government's pandemic response and recovery, the Department has also crafted the DSWD SAP M&E Framework, five (5) M&E Report Analysis, and Daily Updating of SAP Tracker and SAP M&E Dashboard. Daily Agency Reports on SAP Emergency Subsidy Program (ESP) are also submitted to the Office of the President – Presidential Management Staff (OP-PMS). Likewise, daily monitoring reports from social media and news articles on SAP are being reviewed to identify top issues and provide corresponding messaging, risk analysis and recommendations for the management handling the SAP implementation.

In terms of research, the Department thru the PDPB has also produced the Inventory Report on the 2019 completed Research and Evaluation Studies which contains information on the SWD studies initiated by the DSWD Central and Field Offices as well as those conducted by students or individuals. Also, the final report for the study "Looking for a Common Ground: Re-examining Data and Actions for Children and Families at Risk on the Streets" was submitted in the second quarter of 2020. This study showcased the estimated number of homeless based on the point-in-time counting as well as the emerging issues of street children and families with corresponding recommendations. Pandemic and SAP related studies in partnership with different research institutions and organizations were also initiated in the 1st semester.

Evidence-based positions papers on proposed bills related to social welfare and development were developed. For the 1st semester 2020, the DSWD has submitted 45 position papers to certain committees of the House of Representatives and the Senate of the Philippines on bills or proposed legislations for the poor, children, indigenous peoples, senior citizens, other individuals in need and food security.

Other than the submission of position papers, the DSWD attended 65 hearings and meetings with said houses of congress to deliberate on social welfare and development bills or proposed legislations, measures and arising issues. Requests of 14 legislators for data/reports were also responded to.

Utilization of funds is somehow hindered by the restrictions and realignment of funds. For the PDPB, as of June 2020, a total amount of PhP24,613,421.11 was utilized (under Maintenance and Other Operating Expenses and Personnel Services) for policy development, planning, research, monitoring and evaluation, from the 2020 allotment of PhP51,970,916.00. This 47% utilization rate is relatively high but this was also affected by the realignments brought by the restrictions of the pandemic and change in directives.

Further, only Php 10,300.00 or 1.47% of the allocated budget of Php 700,000.00 for DLLO was disbursed as of this first semester. The low utilization can be attributed to the restrictions imposed with the pandemic. Most of the budget for DLLO were allocated for technical support for hearings, TWG meetings, special meetings, briefings and orientations, which are now mostly done through online.

Table 33. Social Technology Development

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Number of social technologies formulated	2	1	-50.0%	Major Deviation
Number of SWD programs and services enhanced	1	2	100.0%	Major Deviation
Number of intermediaries adopting completed social technologies	73	6	-91.8%	Major Deviation
Number of intermediaries replicating completed social technologies	121	No data		Inconclusive

Formulation and pilot testing of social technologies and enhancement of SWD programs are on track. Two (2) new concept of model of intervention was developed, one was for Teenage Pregnancy while the other was on new model of intervention for the technology-based *Mental Health and Psychosocial Support (MHPSS)* for affected individuals and families of Covid-19 pandemic and other crisis situations. Furthermore, the Department thru the Social Technology Bureau has pilot tested four (4) models of intervention, including the *Community Food Bank (CFB)*, *Strategic Helpdesks for Information Education, Livelihood and other Development Intervention (SHIELD)* against child labor, *Team Balikatan Rescue in Emergencies (TeamBRE)* and *Sustaining Interventions for Poverty Alleviation and Governance (SIPAG)* projects.

While in terms of enhancements of manuals and guidelines of SWD programs, the Department has enhanced the *Manual on CRCFs Catering to Children and Youth* as well as the *Guidelines on Cash Transfer and Cash Voucher for Affected Families of Emergencies (CTCVAFE)*. These enhancements are in line with the Department's commitments in the *Response and Recovery Plan*.

Intermediaries are continuously supporting social technologies of the Department. Six (6) intermediaries have adopted the completed social technologies of the Department while forty-four (44) intermediaries were already provided with orientation on completed social technologies.

Support to operations on the Department's contribution for COVID 19 Response and Recovery is continuously provided. The Social Technology Bureau has performed support to operation function in the Department's implementation of SAP. The Research and Design Division was tasked to conduct Quad Media monitoring on SAP focusing on implementers perspective while two staff were assigned in the Inter-agency team for the management of returning Overseas Filipinos and Locally Stranded Individuals (LSIs). While the Pilot

Implementation Division rendered technical support in the Department's Agency Operation Center (AOC) as grievance relation officers, and the Promotion and Institutionalization Division was assigned on the Department's Media Relation Unit responding to SAP related grievances posted on Social Media.

Disbursement of funds was also limited by the changes in the Department's priorities.

For the social technology development process as of June 2020, a total amount of PhP17,866,984.82 of 27% was utilized from the 2020 allotment of PhP67,155,710.00, which was mostly utilized for Maintenance and Other Operating Expenses. Planned activities of the STB which are in the pipeline may also be reprogrammed. Moreover, continuous development of Social Technologies and engagement of intermediaries are expected to improve the fund utilization.

Table 34. Internal Audit

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Percentage of audit recommendations complied by Central Office	55%	No data		Inconclusive
Percentage of audit recommendations complied by Field Offices	75%	94.71%	26.3%	Minor Deviation
Percentage of integrity management measures implemented by Central Office	70%	No data yet		Inconclusive
Percentage of integrity management measures implemented by Field Offices	72%	No data yet		Inconclusive

DSWD Field Offices maintain high compliance rates to internal audit recommendations. With the strengthened campaign against corruption and the advocacy to ignite integrity within the agency through the DSWD Integrity Management Program (IMP), the Department has maintained high compliance to the audit recommendations. As of June 2020, 94.71% or 430 of the 454 audit recommendations were complied with by the DSWD Field Offices. Likewise, the continuous communication with the Field Offices through different modes such as text message, email and formal memorandum per scheduled timeline pursuant to the IAS audit compliance monitoring, also helped achieve this accomplishment's

Regular, special and follow up audits were continuously conducted. Before the end of the 1st quarter, the Audit on the Compliance to the Consolidated Annual Audit

Report (CAAR) For the Year Ending December 31, 2018 was conducted. This audit covered the Central Office and six (6) selected Field Offices (FOs). The report showed the actual status of audit recommendations, and causes of recurring audit findings which are mostly compliance deficiencies or noncompliance with laws rules and regulations.

As a result of the FOs' compliance and commitment to their respective Management Action Plans, twenty-seven (27) quarterly Compliance to Audit Recommendation (CARE) Assessment Reports for Sustainable Livelihood Program (SLP) were prepared by the Internal Auditors (IAs).

Also, in line with the role of adding value to management, ten (10) Terminal Reports for SLP was submitted to the Secretary aside from finishing the entire audit cycle. It was then reported that the Field Offices continuously comply and implement the audit recommendations with the modifications of the existing internal control particularly in the areas of Financial Management and Program Implementation.

Moreover, the auditable areas based on IAS Strategic Internal Audit Plan (SIAP) 2020-2022 were recalibrated and audit focus shall now be the Social Amelioration Program (SAP) which is the main activity of DSWD in 2020 due to huge budget of an estimated P190 billion. This audit shall then be held in the following semester audit using the electronic means of gathering and analyzing audit evidences.

Allocated funds are sufficient but there is gradual utilization of budget due to the restrictions brought by the pandemic. *In terms of funding, the Php 6 million budget allocation is sufficient to fund Internal Audit activities. However, the funds for the targeted regular trainings were not spent due to the suspension of trainings. As such, the remaining budget is proposed to be allocated for online capability building activities, and the acquisition of new laptop to aid in the conduct of audit thru electronic means.*




Table 35. Resource Generation and Management

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Number of TAF-funded activities/projects completed	50%	0	-100.0%	Major Deviation
Amount of grants accessed to support TAF-funded activities and projects	50M	8.69M	-82.6%	Major Deviation

Proposed TAF-funded activities/projects were prepared, reviewed and processed for approval. For the 1st semester 2020, the Resource Generation and Management Office has reviewed fifteen (15) TA project proposals from the different OBS. This exceeded the original target of ten (10) given that there were activities/projects that were cancelled and realigned to the DSWD Response and Recovery Plan or AO 3, s2020 due to emergence of COVID-19 public health emergency. The RGMO also proposed two (2) projects for this semester. The *Resource Generation and Management Strengthening Proposal*, which aims improve the capability of the RGMO to maximize partnerships and ensure that technical assistance is geared towards contributing to the attainment of desired development outcomes of the DSWD for 2022 and beyond. As well as the *Moral Recovery Program* which aims to uphold the morality, integrity and honesty expected from every government employee of the DSWD in the performance of his/her duties and responsibilities.

Necessary guidelines which is critical for the DSWD Technical Assistance Facility was also developed. For this semester, the RGMO developed the *Comprehensive Guidelines on Accessing Technical Assistance* which will serve as the basic, overarching policy for establishing efficient and effective accessing of resources, coordination of donor funds and activity monitoring and evaluation. This shall also help in the institutionalization of necessary steps, processes and rules in accessing of resources and shall render clarity and organization of engagements between the OBSUs and the RGMO.

Disbursement of funds remained to be a major struggle. From the total of P74.14 million, including GOP funds, allocated for the first semester, the utilization rate is only at around 12% or only 8.69 million. This low figure could be mostly attributed to the unavailability of the remaining workable DFAT funds not until February 2020.

Pending the release and availability of the DBM revalidated SARO temporarily put on halt the conduct of project activities and procurement of service providers, which could have, at the earliest started by January 2020. Not only the pending availability of funds, but also the emergence of COVID-19 pandemic and the subsequent lockdown and ECQ imposed across the country, which led to the decision of the IATF and by the DSWD Management to cancel face-to-face interactions with prescheduled meetings, workshops, fora and other related project activities. The slowdown in the fund utilization have mainly affected the disbursement from the TA projects.

Further, the utilization rate especially for DFAT 70507 is expected to make a head spin with the continuous implementation and relaxed parameters in the procurement of capital outlay components as we navigate in the context of “new normal” project implementation environment.

National Household Targeting System for Poverty Reduction

In accordance with Executive Order No. 867, series of 2010, the Department has started updating the *Listahanan* database in 2019. The nationwide household assessment was expected to be completed by the first semester of 2020. However, the project timeline was moved due to difficulties in procurement of devices and service providers; delay in hiring, deployment, and payment of field staff; and most especially due to challenges in project implementation while ensuring compliance with health protocols during the Coronavirus Disease (COVID-19) pandemic.

The implementation of *Listahanan* is consisted of four (4) phases, namely: (i) preparatory; (ii) data collection and analysis; (iii) validation and finalization; and (iv) report generation and data sharing. Despite the implementation of community quarantine throughout the country which resulted to work suspension for almost three (3) months, the implementation of the second and third phases of *Listahanan 3* continued as guided by the approved National Action Plan (NAP). The NAP provides direction on the continuation of operations starting June 2020 with corresponding measures to be observed to ensure the health and safety of the field staff. The second phase of *Listahanan 3* is expected to be completed by August 2020.

Data collection, encoding and validation remain unfinished due to the COVID-19 pandemic and other operational challenges. Out of the 16.1 million target households in rural barangays and pockets of poverty in urban barangays, 11.8 million have been assessed as of the first semester of 2020. Data collection has been completed in 10 out of 17 regions. Seven (7) regions have not yet completed the household assessment in the first semester of 2020 primarily because of the work suspension in DSWD Field Offices imposed to prevent, control, and mitigate the spread of COVID-19 as indicated in the DSWD Advisory No. 1, series of 2020 (*Guidelines for the Prevention, Control, and Mitigation of the Spread of the COVID-19 in the DSWD Offices, Attached and Supervised Agencies*). Among the seven (7) regions with on-going household assessment, the National Capital Region (NCR) has the slowest progress because of the stringent community quarantine in place considering the concentration of the disease in the region. Other reasons for the slow turnout of data collection were the late deployment of field staff and delayed downloading of funds for their salary, which forced some to resign.

As one of the control mechanisms to ensure the quality of the assessment, spot checking and field visits in eight (8) regions were conducted. In cases where this is not possible, especially at the time of the pandemic, Regional Field Coordinators (RFCs) Meetings were conducted monthly to solicit updates and resolve implementation issues experienced on the ground.

A total of 9.5 million HAFs were encoded out of the 11.8 million accomplished HAFs. Several accomplished HAFs were not yet encoded because the encoding activities

were halted and only resumed in May or June 2020, depending on the local situation in the regions. Despite the resumption of operations, the imposed physical distancing only allows half of the encoders inside the encoding stations. As a steering measure, a shifting schedule was implemented for encoders while some were permitted to continue their functions in a work-from-home arrangement. Other reasons for the slow turnout of HAF encoding were the delayed barcoding and verification, challenges in the procurement of encoding station service provider, server maintenance of internet service providers in particular areas, and insufficient number of encoders hired.

As a mechanism to ensure the accuracy of the information entered into the *Listahanan* system, the encoded HAFs undergo thorough review before they are subjected to data processing. Almost seventy-eight percent (77.5%) or 7.4 million encoded HAFs have passed verification and were ready for data processing.

Table 36. Physical Accomplishment on NHTS-PR Data Collection, Encoding, and Validation, 1st Semester CY 2020

Performance Indicator	Target	Accomplishment (1 st Semester)	Variance	Assessment
Number of households assessed to determine poverty status				
Number of households assessed	16,123,773	11,778,209	-27.0%	Minor deviation
Number of Household Assessment Forms (HAFs) encoded	16,123,773	9,494,602	-41.1%	Major deviation
Number of encoded HAFs that passed verification	16,123,773	7,361,110	-54.3%	Major deviation

The verified data will undergo processing based on the finalized Proxy Means Test (PMT) Model which generates the estimated household income used to determine the poverty status of the assessed households. The PMT Model was tested twice to guarantee its accuracy and correctness.

Low data sharing turnout despite the need for the database of poor households as basis for the Social Amelioration Program (SAP) target beneficiaries. While the *Listahanan 3* is still underway, the previous assessment (i.e., *Listahanan 2*) is being shared to intermediaries and stakeholders such as national government agencies (NGAs), local government units (LGUs), non-government organizations (NGOs), development partners, academe, media, as well as offices, bureaus, services, and units (OBSUs) within DSWD. To promote the usage and raise public awareness on the *Listahanan*, the advocacy and social marketing efforts were strengthened by the following activities:

- Updating the *Listahanan* website and Facebook page
- Responding to inquiries, grievances, and complaints received from various platforms
- Distributing information, education, and communication materials to internal and external stakeholders.

The *Listahanan* database is primarily useful in the identification of poor households as eligible beneficiaries of the Social Amelioration Program in various cities and municipalities. Despite the social marketing efforts of NHTO during the first semester of 2020, there was only one (1) intermediary that forged a Memorandum of Agreement (MOA) on data sharing with the DSWD Central Office, while there were 160 intermediaries that forged the same with the DSWD Field Offices. A great majority (87.5%) of these regional intermediaries, most of which were LGUs, forged MOA with DSWD Field Office III and used the database for targeting the beneficiaries of SAP in the cities and municipalities in Central Luzon. However, the accomplishments on data sharing were far from the eight (8) identified internal stakeholders, and several external stakeholders (i.e., 1,547 LGUs, 8 NGAs in the social protection sub-committee, and 57 NGOs with social protection initiatives).

Table 37. Physical Accomplishment on NHTS-PR Data Sharing, 1st Semester CY 2020

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Percentage of intermediaries utilizing <i>Listahanan</i> results for social welfare and development initiatives	30% of 82 PLGUs, 30% of 33 HUCs, NGAs in the social protection sub-committee, NGOs with social protection initiatives	-	-	Inconclusive
Total number of intermediaries	-	-	-	Inconclusive
Number of intermediaries with MOA on Data Sharing	ANA	161	-	Inconclusive
<i>Number of requests for statistical data facilitated</i>	<i>ANA</i>	<i>129</i>	-	<i>Inconclusive</i>

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
<i>Number of name-matching requests granted</i>	<i>ANA</i>	<i>304</i>	<i>-</i>	<i>Inconclusive</i>
<i>Number of requests for the list of poor households generated (with existing MOA with DSWD)</i>	<i>ANA</i>	<i>370</i>	<i>-</i>	<i>Inconclusive</i>

A total of 304 name-matching requests were granted during the same period. Meanwhile, a total of 370 requests for the list of poor households were received from the intermediaries with existing MOA with DSWD and most of which (94.6%) were facilitated by the DSWD Central Office.

Low utilization of allocated fund.

Of the Php 142 million budget for the NHTS-PR for 2020, 36.4% or Php 51.6 million has been obligated in the first half of the year as shown in Table 3. As the bulk of the *Listahanan* data collection and analysis is yet to be completed in the remaining half of the year, about Php 90.3 million funds is to be utilized efficiently for the remaining six (6) months. In terms of disbursement, 98.6% of the obligated amount was the utilization rate as of the first semester of 2020.

Table 38. Financial Performance on the NHTS-PR, 1st Semester FY 2020

Appropriation	Allocated Budget (in Php)	Obligation		Disbursement	
		Amount (in Php)	Utilization Rate	Amount (in Php)	Utilization Rate
NHTS-PR	141,965,076.00	51,636,601.82	36.4%	47,583,225.19	98.6%

Information and Communications Technology Management

A great majority of performance indicators on ICT management are on track.

As of the first semester of 2020, the ICTMS has been progressing well in the achievement of targets set to realize its key result areas. Half of the performance indicators identified in the revised Results Matrix on ICT Management have already achieved their corresponding annual targets as early as the first half of the year. The remaining half, on the other hand, had progress rates of 66.7% or greater.

Towards achieving the key result of having functional ICT business solutions and services, the ICTMS has surpassed the target number of information systems developed and enhanced in 2020. Starting June 2020, a Name Matching Application System was developed to identify duplications in the beneficiaries of the Social Amelioration Program (SAP) of the Department. Through the course of the deduplication process, a total 1.08 million beneficiaries were found to be provided with emergency subsidy twice. Meanwhile, the *Pantawid Pamilya* Information System (PPIS), Social Welfare and Development Indicator (SWDI) Application, Electronic Personal Data Sheet (ePDS), and Human Resource Management Information System (HRMIS) were among the information systems enhanced during the first semester of 2020. In maintaining these information systems which support the core programs and support services of the Department, ICTMS has already completed the maintenance of 18 out of 20 information systems by the first half of the year.

Table 39. Physical Accomplishment on ICT Business Solutions and Services
1st Semester CY 2020

Performance Indicator	Target	Accomplishment (1 st Semester)	Variance	Assessment
Number of information systems supporting the core programs and support services of the Department maintained	20	18	-10.0%	Minor deviation

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Number of information systems developed and enhanced	6	10	66.7%	Major deviation

On data management for information sharing, all 216 mission-critical databases were successfully managed and maintained by ICTMS. In addition to these databases, dashboards containing poverty data maps were generated to aid in the dissemination of relevant information about SAP.

Table 40. Physical Accomplishment on Data Management for Information Sharing
1st semester CY 2020

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Percentage of mission-critical databases managed and maintained	100%	100%	0%	Target achieved
Number of online map layers maintained	18	20	11.1%	Minor deviation

Initiatives on Geographical Information Systems (GIS) were initially for assessing disaster response, but several OBSUs have started to appreciate the relevance and usefulness of data maps. As such, several data maps were updated to cater to the GIS needs of various sectors. Geographic interface of *Pantawid* household beneficiaries, KALAHI CIDSS-NCDDP sub-projects, *Listahanan* data, standby funds and stockpiles, etc., were among the data maps embedded in the DSWD MapViewer (<http://maps.dswd.gov.ph/>).

Resilience of ICT infrastructure was sustained with an average of 99.2% uptime of DSWD applications, surpassing the target of 95.0%. Daily monitoring of various DSWD applications and regular preventive maintenance facilitated such performance. More so, disaster recovery sites are regularly maintained to ensure business continuity.

Table 41. Physical Accomplishment on Resilient ICT Infrastructure, 1st semester CY 2020

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Percentage uptime of DSWD applications	95.0%	99.2%	4.2%	Minor deviation
Number of disaster recovery sites and backup solutions for DSWD applications maintained	3	2	-33.3%	Major deviation

Several projects have been procured and deployed to ensure the resilience of the ICT infrastructure of the Department. Among which were the primary site and disaster recovery site components of back-end infrastructure, additional backup storage space, licenses for web hosting software, email project extensions, among others. New virtual machine servers were also deployed for the Unconditional Cash Transfer and *Pantawid* databases. All 116 DSWD hosted websites were monitored and maintained, while new websites were deployed for the ASEAN Social Work Consortium (ASWC) and SAP implementation.

The reliability of network and communication services was upheld as the network connectivity of DSWD Central and Field Offices, Remote Data Center, Social Welfare and Development Center for Asia and the Pacific (SWADCAP), and National Resource Operations Center (NROC) were up and running about 99% of the time. This accomplishment was achieved through close monitoring of network connectivity and ensuring that Service Level Agreements are met by the Service Providers.

Table 42. Physical Accomplishment on Network and Communication Services, 1st Semester CY 2020

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Percentage uptime of DSWD Central Office, Remote Data Center, SWADCAP, and	99.0%	99.2%	0.2%	Minor deviation

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
NROC				
Percentage uptime of Field Offices	92.0%	98.1%	6.1%	Minor deviation
Number of DSWD Sub-Regional Sites connected to the DSWD Enterprise Network	230	180	-21.7%	Minor deviation

Regular vulnerability assessment and patching of all 105 information systems/applications was conducted during the first semester of 2020. During which, about three (3) million intrusions were blocked and prevented. Meanwhile, all computer devices, including newly acquired computers/laptops, were installed with extended anti-malware licenses to secure them from viruses.

Table 43. Physical Accomplishment on Digital Identity and Transactions, 1st Semester CY 2020

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Percentage of information systems developed subjected to vulnerability assessment and patched accordingly	100%	100%	0%	Target Achieved
Percentage of network intrusions mitigated and resolved	100%	100%	0%	Target Achieved
Percentage of	100%	100%	0%	Target Achieved

Performance Indicator	Target	Accomplishment (1 st Semester)	Variance	Assessment
endpoints secured				

For the first semester of 2020, a total of 2,098 Technical Assistance (TA) requests were reported, and 1,003 or 95.5% of which were resolved within the set Service Level Agreement (SLA) or timeline. With the ticketing system for TA requests, the ICTMS has strengthened its monitoring of TA resolutions within the set SLA or timeline through email notification and close supervision.

Table 44. Physical Accomplishment on ICT Support Services, 1st Semester CY 2020

Performance Indicator	Target	Accomplishment (1 st Semester)	Variance	Assessment
Percentage of Technical Assistance (TA) requests responded and resolved within the set Service Level Agreement (SLA)/ timeline	100.0%	95.5%	-4.5%	Minor deviation
Number of a web portal for ICT technical assistance, resolution of issues, business intelligence dashboard for ICT resources, services and monitoring developed	1	1	0%	Target Achieved

Allocated fund was not extensively utilized. Despite the achievement of targets set for most indicators on ICT management as early as the first semester of 2020, the efficiency in terms of financial management was quite lagging. Though half of the

allocated budget has been obligated already as shown in Table 10, only 11% of the obligated amount was actually disbursed as of the first semester of 2020. The addendum to the Information Systems Strategic Plan (ISSP) 2018-2020 was already endorsed, however the tedious procurement procedures and stiff finance and management policies, rules, and regulations posed challenges in fully implementing ICT projects indicated in the ISSP.

Table 45. Financial Performance on the ICT Management, 1st Semester FY 2020

Appropriation	Allocated Budget (in Php)	Obligation		Disbursement	
		Amount (in Php)	Utilization Rate	Amount (in Php)	Utilization Rate
ICT Management	930,435,766.00	487,925,949.05	52.4%	56,064,635.56	11.5%

Social Marketing

The first half of 2020 marked a transition in the implementation of majority of the social marketing activities across all initiatives, as the country struggles with health and social welfare and development challenges brought by the COVID-19 pandemic. To adapt to the changes in the communication landscape, the SMS and the Social Marketing Units (SMUs), its regional counterparts, took advantage of the online channel of communication by utilizing the social media to reach the widest public possible.

Social marketing targets were surpassed despite the challenges brought by the pandemic. Some of the lined up social marketing activities for the first semester of 2020 were cancelled due to the restrictions in mass gatherings to mitigate the spread of the COVID-19 disease. Nevertheless, the use of online platforms drove the social marketing accomplishments to exceed the set targets for 2020 as early as the first half of the year.

Number of IEC materials developed had the greatest positive deviation from the target.

The production of information, education, and communication (IEC) materials was intensified primarily to promote the 69th DSWD Anniversary Celebration during the first quarter, and to cater the demand for information relative to the implementation of the Social Amelioration Program (SAP) during the second quarter. As early as the first semester of 2020, a total of 2,044 IEC materials were produced and disseminated. These materials include infographics, advisories, promotional videos, bite-size videos, and other broadcast materials, which are not resource-intensive to produce and disseminate. One (1) in four (4) of the IEC materials were developed by SMS. A daily tracker on the progress of SAP emergency subsidy distribution was posted in the Department's social media accounts. The difference of the overall accomplishment from the target of 352 was about five (5) times. It is important to note, however, that only SMS and SMUs in 9 of 16 Field Offices reported their targets.

Target number of social marketing activities conducted has already been achieved by the first half of the year. Aside from IEC materials, a total of 1,439 press releases were issued to various types of social media, including print media, broadcast media, outdoor media, and the Internet, over the course of the first semester of 2020. The difference of the accomplishment from the target of 432 is more than twice. Of this accomplishment, Field Office X contributed the most, producing four (4) out of (10) press releases. This was followed by Field Office XII and the Central Office. A large chunk of press releases were related to the COVID-19 pandemic and SAP implementation, while other news stories were about the regular programs of the Department, such as the *Pantawid Pamilyang Pilipino Program* (4Ps), social pension, Assistance to Individuals in Crisis Situation (AICS), disaster relief, and adoption consciousness, among others.

Also, as early as the first semester of 2020, the number of communication campaigns conducted greatly surpassed its target of 51. The difference of the accomplishment from the target was almost twice. The extremely high accomplishments imply that the set targets were underestimated. Hence, the target setting for social marketing indicators should be improved to anticipate possible activities within the period and, more importantly, the advancement of technology as a vehicle to boost social marketing.

Table 46. Physical Accomplishment on Social Marketing, 1st Semester CY 2020

Performance Indicator	Target	Accomplishment (1st Semester)	Variance	Assessment
Percentage of respondents aware of at least 2 DSWD programs except 4Ps	90%	90.9%	0.9%	Minor deviation
Social media engagement rate	20%	47.0%	27.0%	Minor deviation
Number of social marketing activities conducted				
a. Information caravans	40	79	97.5%	Major deviation
b. Issuance of press release	432	1,439	233.1%	Major deviation
c. Communication campaigns	51	148	190.2%	Major deviation
Number of IEC materials developed	352	2,044	480.7%	Major deviation

There were innovations on response communications and grievance redress. Through the Strategic Communications Group-Media Relations and Response Communication Unit of the DSWD COVID-19 Implementation Team, daily risk analyses were conducted to recommend about the proper messaging regarding SAP. Communication plans were developed to enable the Department's internal and external audience to understand and support the SAP. More so, uSAP tayo website, accessible at <http://usaptayo.dswd.gov.ph/>, was launched to cater complaints and grievances about SAP through digital means in addition to agency's hotlines and social media accounts.

Information Officers and Information Technology Officers were capacitated. In line with the implementation of critical activities along the Strategic Initiative to strengthen the Department's strategic communication, a Workshop on the Enhancement of the DSWD Website Content and Digital Products Development was held during the first quarter of 2020.

A great majority of stakeholders are informed on DSWD programs and services. Through the administration of the Knowledge, Attitudes, and Practices (KAP) Survey to its stakeholders, the SMS is able to determine the percentage of stakeholders informed on DSWD programs and services. The results of the 2019 KAP Survey, processed during the first semester of 2020, showed that 9 in 10 (or 92.69%) stakeholder respondents were aware of at least two (2) programs and services of the Department apart from 4Ps. Clearly, the target of 90% was achieved with minor deviation. The 4Ps remained to be the most popular program of the Department both to the beneficiaries and non-beneficiaries of DSWD programs. Nevertheless, the study also showed that other programs and services, such as disaster relief operations, Supplementary Feeding Program, were also known to beneficiaries and non-beneficiaries. Apart from the wide usage of social media, broadcasting and print media guesting were also taken advantage to promote the programs and services of the Department.

Social media engagement rate is high. Social media platforms were extensively utilized in promoting the programs and services of the Department. For the first semester of 2020, the Facebook page engagement rate was 47.0%, more than twice the target of 20.0%. This means that, on the average, 47.0% of all the Facebook users reached have engaged with the posts of the DSWD Facebook page. The engagement may be in the form of like, reaction, comment, or share.

Fund utilization needs to be accelerated. As of the first semester of 2020, less than half (45.0%) of the allocated budget for social marketing amounting to Php 8.2 million was obligated. Of this, 94.5% or about Php 7.7 million was already disbursed as shown in Table 12. Almost Php 10 million needs to be utilized for the remaining six months of the year, hence fund utilization should be accelerated this coming second semester.

Table 47. Financial Performance on the Social Marketing, 1st Semester FY 2020

Appropriation	Allocated Budget (in Php)	Obligation		Disbursement	
		Amount (in Php)	Utilization Rate	Amount (in Php)	Utilization Rate
Social Marketing	18,161,004.00	8,173,454.80	45.0%	7,721,773.72	94.5%

Knowledge Management

Accomplishments on knowledge management are lagging behind the targets.

As of the first semester of 2020, both of the performance indicators on knowledge management (KM) have less than 60% progress relative to their respective targets for the year. A total of 29 KPs on social welfare and development (SWD) services were developed by different OBS in the Central Office and their counterparts in the Field Offices during the first half of the year. These include guidelines, good practice documentations, manual of operations, training modules, success stories, compendiums, handbooks, brochures, assessment reports, videos, Frequently Asked Questions sheets, and thesis. However, this accomplishment only constitutes 37.2% of the 79 KPs targeted for the whole year. For the remaining six (6) months, DSWD still has to produce 50 more KPs to reach its target. Further, only 30 out of the target of 52 KSS were conducted during the first semester of 2020. Most of these sessions focused on providing orientation on SAP related information and concerns. SWIDB has to explore on innovative ways to conduct the remaining 22 KSS for the rest of the year, while taking into account the minimum health standards and protocols in place during these times of pandemic.

Table 48. Physical Accomplishment on Knowledge Management, CY 2020

Performance Indicator	Target	Accomplishment (1 st Semester)	Variance	Assessment
Number of knowledge products on social welfare and development services developed	79	29	-63.3%	Major deviation
Number of knowledge sharing sessions conducted	52	30	-42.3%	Major deviation

Guidelines along learning networks and knowledge sharing mechanisms and facilities were developed.

Efforts to establish learning networks, and cascade guidelines on the proper conduct of KSS and management of facilities were initiated by SWIDB. Among the guidelines developed were the following:

- Policy guidelines on the enhancement of the establishment and management of SWD Learning Network
- Guidelines on conducting knowledge sharing sessions
- Guidelines on rules and procedures on the use of the Social Welfare and Development Center for Asia and the Pacific (SWADCAP) and Central Office Dormitory
- Protocols for the management of SWADCAP aligned with the requirements in the observance of the health measures related to COVID- 19
- KM System Framework, a policy which will guide KM implementers, KM Focals, KM teams and KM Champions in the Department in operationalizing mechanisms along knowledge management

B. Conclusion

The pandemic brought additional and sudden change in the regular deliverables of the Department, along with these are strict health regulations, mobile restrictions and alternative work arrangements. But despite these, the Department is still on track in achieving its target outputs and outcomes along Support to Operations and each Office, Bureau and Service (OBS) was still able to perform its regular and new tasks for the semester.

The different OBS continuously delivered its regular functions and managed to comply with the directives as contained in the Department's Response and Recovery Plan. The offices under the Support to Operations even performed actual Operations functions to ensure efficient and timely provision of services to our clients. Each office actively contributed their time and effort to accommodate new deliverables and functions relative to providing support to the government's response to the pandemic, and willingly learned new concepts and system adjustments under the new normal.

General Administration and Support Services

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

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

I. ADMINISTRATIVE SERVICE

A. Background

Administrative Services refer to the provision and upkeep of logistic and other administrative support service requirements such as infrastructure maintenance, property management, records management, transportation management, communication services, utilities management, and janitorial and security services.

B. Assessment of Physical and Financial Accomplishment

Below is the summary of the committed indicators in the DSWD Strategic Plan, Accomplishments, Targets and Assessment of Administrative Service for CY 2019:

Table 49. 1st Semester Targets versus Accomplishments on Outcome Indicators

Indicators	Accomplishments	Targets	Progress ¹⁷	Likelihood of Achieving CY 2020 Targets ¹⁸
Number of facilities repaired/renovated	1,100	1,398	79%	High
Percentage of real properties titled	0%	62%	0%	Low
Number of vehicles maintained and managed	81	80	101%	Target exceeded
Percentage of records digitized/disposed	68%	100%	68%	High

¹⁷ Progress = (1st Semester CY 2020 Accomplishment/CY 2020 Target)*100%. Since no targets were set for 1st Semester CY 2020, progress against CY 2020 targets were calculated instead.

¹⁸ Low, Medium, or High

The likelihood of achieving the annual targets are high for all the indicators except for the second one. For the second indicator, no real property were titled due to unforeseen pandemic and the delay of the release of documents. There was also an additional indicator which was not committed in the DSWD Strategic Plan 2018-2022.

Table 50. Additional outcome indicator not committed in DSWD Strategic Plan 2018-2022

Indicators	Accomplishments	Targets	Progress¹⁹	Likelihood of Achieving CY 2020 Targets²⁰
Enhancement of Property Records and Equipment Monitoring Inventory System (PREMIS)	50%	100%	50%	Medium

Functional applications for supplies modules in PREMIS are attainable within 2020 and available for use of AS-PSAMD Warehouse and Supply Management Section.

Aside from the committed indicators and PREMIS, over 1,040 technical assistance were provided and accomplished with an average rating of Very Satisfied through the General Services E-Ticketing System (GSETs) for the first semester of CY 2020.

Table 51. Financial Performance of Office/Program

Program/ Activity/ Project	Allocated Budget	Obligations	Disbursement	Utilization Rate	
				Obligations	Disbursement
Processing and Facilitation of Land Titling/ Registration	P350,000	P5,310	P5,310	1.51%	1.51%

The P350,000 fund allocated for processing/facilitation of titling/registration of identified DSWD real property remained unutilized due to conflict in the mode of payment with the Department of Environment and Natural Resources (DENR).

¹⁹ Progress = (1st Semester CY 2020 Accomplishment/CY 2020 Target)*100%. Since no targets were set for 1st Semester CY 2020, progress against CY 2020 targets were calculated instead.

²⁰ Low, Medium, or High

C. Overall Assessment/Conclusion and Recommendations

Office/Program/Strategic Initiatives Indicator	Facilitating Factors/Good Practices	Hindering Factors/Challenges	Recommendations
Percentage of real properties titled	Provision of Technical Assistance	<ul style="list-style-type: none"> • Presence of ISF's/Claimants • Legal matters • Actions of Government Agencies such as DENR and LRA and other concerned stakeholders • Mode of payment with the DENR for the conduct of survey 	<ul style="list-style-type: none"> • Strengthening of monitoring and evaluation to deliver the expected output within the prescribed timeline. • Joint DSWD-DENR effort to prepare the Work and Financial Plan (WFP) which will form part of the DSWD-DENR Memorandum of Agreement. • Targets and accomplishments for this indicator can be modified from quarterly to semestral
Number of vehicles maintained and managed	Imposition of preventive maintenance to all fleet to develop flexible transport systems to all officials and to secure a more cost-effective repairs	The occurrence of disaster operation during the eruption of Taal Volcano and COVID-19 pandemic challenges the Division in achieving target goals	Prioritize the maintenance and acquisition of more vehicles especially now that more employees need the department shuttle service due to the ongoing community quarantine
Percentage of records digitized/disposed	<ul style="list-style-type: none"> • Retrieval of files is now faster and uses less material such as paper and ink. Hence, requests will be immediately accommodated in reference to records retrieval. 	<ul style="list-style-type: none"> • No appropriate funding for archival records supply and ISO requirement on the 24/7 aircon at the Mobile File Compactor System • Delay on the approval of the proposed amendment of DSWD Records Disposition Schedule (RDS) and approval of request 	Establish appropriate funding or capital

	<ul style="list-style-type: none"> Conducted disposal of damaged records of the KALAHI, and facilitated consolidation of request for disposal and submitted the same to the National Archives of the Philippines (NAP). 	for disposal by NAP for first semester	
Automation Initiatives for GASS Enhancement of PREMIS	Coordination with AS-PSAMD WSMS personnel	<ul style="list-style-type: none"> Technicalities and information of the previous system used Requirement for IT equipment Functionality of Codes 	<ul style="list-style-type: none"> Develop a comprehensive strategy which includes conduct of regular meetings, inclusion of IT equipment in the WFP and immediate testing of codes to validate functionality Continuous coordination between the end-user of the module and computer programmers

II. LEGAL SERVICE

A. Background

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

B. Assessment of Physical and Financial Accomplishment

Below is the summary of the committed indicators in the DSWD Strategic Plan, Accomplishments, Targets and Assessment of Legal Service for CY 2020:

Table 52. Percentage Accomplishments of Legal Service

Indicators	Accomplishments	Targets	Progress	Likelihood of Achieving CY 2020 Targets
Percentage of disciplinary cases resolved within timeline	300%	100%	300%	Target exceeded
Percentage of litigated cases resolved in favour of the Department or Department Personnel	0%	100%	0%	Low
Percentage of requests for legal assistance addressed	100%	100%	100%	Full target achieved

It is worthy to note that the first indicator was beyond target since one (1) disciplinary case would be equal to 100%. For the first semester, the LS resolved three (3) disciplinary cases within timeline. There were also reported indicators in HPMS Forms 4-4A-4B and 5-5A-5B which were in lieu of the original committed indicator. Also, outcome indicator 2 was modified. Below is the summary:

Original Outcome Indicator (DSWD Strategic Plan)	Reported Indicator	Accomplishment
Percentage of disciplinary cases resolved within timeline	Number of disciplinary cases resolved	3
	Number of complaints resolved	3
From <i>“Percentage of litigated cases resolved in favour of the Department or Department Personnel”</i> to <i>“Percentage of all hearings, pleadings and pertinent requirements attended, filed and complied with effectively and on time”</i>	Number of hearings attended	0
	Number of pleadings filed	0
Percentage of requests for legal assistance addressed	Number of written legal opinions provided	251
	Number of TAs provided to clients	572

C. Overall Assessment/Conclusion and Recommendations

Office/Program/Strategic Initiatives Indicator	Facilitating Factors/Good Practices	Hindering Factors/Challenges	Recommendations
Percentage of disciplinary cases resolved within timeline	Automation and adoption of available ICT advancements and its application to the LS processes and procedures are being adopted. As other government agencies and partners open up for official business, the LS adopts measures to facilitate a speedy and more efficient coordination and delivery of needed services for its clients.	Due to the on-going pandemic, LS activities are facing delays and/or cancellations. Financial adjustment has to be made in order to maximize its absorptive capacity and minimize loss.	Develop mechanisms to fast track cases in need of the Office of the Secretary's approval for proper disposition
Percentage of litigated cases resolved in favour of the Department or Department Personnel			Provide a brief explanation on the zero accomplishment for this indicator
Percentage of requests for legal assistance addressed			<ul style="list-style-type: none"> • Streamline the processing and provision of requests for legal opinion for a more efficient and effective administration of advise and assistance. • Adopt available Information and Communication technologies to legal service processes and procedures.

PROCUREMENT MANAGEMENT SERVICE (PMS)

A. Background Information

The Procurement Management Service (PMS) is mandated to ensure the efficient, effective, and timely provision of supplies and other logistical requirements to support the Department in the attainment of its vision and mission. It directs all activities of the agency pertaining to procurement planning, purchasing, and contract management and monitoring.

B. Assessment of Physical and Financial Accomplishments

Below is the physical accomplishment of the PMS for the 1st semester of CY 2020 based on the following performance indicators:

Table 53: Target vs. Physical Accomplishment based on Performance Indicators

Performance Indicators	Target	Accomplishment																								
1. Percentage of Procurement projects completed in accordance with applicable rules and regulations	95%	1,168 Purchase Requests (PRs) reviewed and processed with the following breakdown:																								
		<table border="1"> <thead> <tr> <th>Quantity</th> <th>Status</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>389</td> <td>Completed / Awarded</td> <td>33.30%</td> </tr> <tr> <td>145</td> <td>Cancelled</td> <td>12.41%</td> </tr> <tr> <td>174</td> <td>Failed</td> <td>14.90%</td> </tr> <tr> <td>460</td> <td>Ongoing</td> <td>39.38%</td> </tr> </tbody> </table>	Quantity	Status	Percentage	389	Completed / Awarded	33.30%	145	Cancelled	12.41%	174	Failed	14.90%	460	Ongoing	39.38%									
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		Processed and deliberated 633 Request for Quotations (RFQs) / Abstract of Quotations (AOQ) using different modalities of procurement and 139 Bids and Awards Committees (BACs) Resolutions with the following breakdown:																								
		<table border="1"> <thead> <tr> <th colspan="2">RFQs</th> <th colspan="2">BAC Resolutions</th> </tr> <tr> <th>Quantity</th> <th>Status</th> <th>Quantity</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>257 (40.60%)</td> <td>Awarded</td> <td>98 (70.50%)</td> <td>Awarded</td> </tr> <tr> <td>44 (6.95%)</td> <td>Cancelled</td> <td>3 (2.16%)</td> <td>Cancelled</td> </tr> <tr> <td>173 (27.33%)</td> <td>Failed</td> <td>9 (6.47%)</td> <td>Failed</td> </tr> <tr> <td>159 (25.12%)</td> <td>Ongoing</td> <td>29 (20.86%)</td> <td>Ongoing</td> </tr> </tbody> </table>	RFQs		BAC Resolutions		Quantity	Status	Quantity	Status	257 (40.60%)	Awarded	98 (70.50%)	Awarded	44 (6.95%)	Cancelled	3 (2.16%)	Cancelled	173 (27.33%)	Failed	9 (6.47%)	Failed	159 (25.12%)	Ongoing	29 (20.86%)	Ongoing
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173 (27.33%)	Failed	9 (6.47%)	Failed																							
159 (25.12%)	Ongoing	29 (20.86%)	Ongoing																							

<p>1. Percentage of Procurement projects completed in accordance with applicable rules and regulations</p>	<p>95%</p>	<p>Prepared and posted the following Invitation to Bids (ITB), Request for Expressions of Interest (REI), and Notice of Negotiated Procurement (NNP):</p> <table border="1" data-bbox="663 349 1386 495"> <thead> <tr> <th>Quantity</th> <th>Type of Bid Notices</th> </tr> </thead> <tbody> <tr> <td>38</td> <td>Invitation to Bid (ITB)</td> </tr> <tr> <td>1</td> <td>Request for Expressions of Interest (REI)</td> </tr> <tr> <td>12</td> <td>Notice of Negotiated Procurement (NNP)</td> </tr> </tbody> </table> <p>Facilitated a total of 118 BAC Activities / Meetings as follows:</p> <table border="1" data-bbox="719 618 1331 831"> <thead> <tr> <th>Quantity</th> <th>Activities</th> </tr> </thead> <tbody> <tr> <td>24</td> <td>Pre Procurement Conference</td> </tr> <tr> <td>25</td> <td>Pre Bid Conference</td> </tr> <tr> <td>39</td> <td>Bid Opening</td> </tr> <tr> <td>20</td> <td>BAC Regular Meetings</td> </tr> <tr> <td>10</td> <td>Special BAC Meetings</td> </tr> </tbody> </table> <p>Translated the following Purchase Order / Contracts as a result of the RFQs and BAC Resolutions:</p> <table border="1" data-bbox="703 954 1347 1059"> <thead> <tr> <th>Quantity</th> <th>Particulars</th> </tr> </thead> <tbody> <tr> <td>36</td> <td>Contracts</td> </tr> <tr> <td>450</td> <td>Purchase Order</td> </tr> </tbody> </table>	Quantity	Type of Bid Notices	38	Invitation to Bid (ITB)	1	Request for Expressions of Interest (REI)	12	Notice of Negotiated Procurement (NNP)	Quantity	Activities	24	Pre Procurement Conference	25	Pre Bid Conference	39	Bid Opening	20	BAC Regular Meetings	10	Special BAC Meetings	Quantity	Particulars	36	Contracts	450	Purchase Order
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450	Purchase Order																											
<p>2. Percentage compliance with reportorial requirements from oversight agencies</p>	<p>100%</p>	<p>100% Compliance to reportorial requirements:</p> <ol style="list-style-type: none"> Certificate of Philgeps Posting/Justification Certificate of CY 2020 Early Procurement Activities conducted 2020 Annual Procurement Plan (APP) 2019 Second Semester Procurement Monitoring Report (PMR) FY 2019 Agency Procurement Compliance and Performance Indicator (APCPI) 																										
<p>3. Percentage of Technical Assistance provided to Central Office OBSUs and Field Offices relating to various procurement projects as requested and/as initiated through Procurement Facilitation Meetings</p>	<p>100%</p>	<p>100% TA provided and responded accordingly based on the 1st and 2nd quarter PMS Customer Satisfaction Survey Feedback Form through the following:</p> <ul style="list-style-type: none"> ○ Continuous/regular conduct of Procurement Facilitation Meetings to various DSWD-CO OBSUs. ○ Continuous provision of Technical Assistance on Procurement to DSWD-Central and Field Offices ○ Continuous updating of the PMS Directory of Suppliers/Bidders/Service Providers ○ Conducted the following Activities: <ul style="list-style-type: none"> - Regular Procurement Management Service Management Committee (PMS-MANCOM) Meetings on 09 March 2020 - Conduct of Designated Procurement Officers (DPOs) Consultation Meeting on 23 January 2020 																										

4. Percentage of capacity building trainings/workshops conducted as planned	100%	None
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The total number of requests for procurement process does not only represent the activities for the 1st semester of CY 2020, some of which will be conducted in the 2nd semester, hence, continuous facilitation of procurement is being undertaken. In as much as the PMS wanted to facilitate the early procurement process, however, with the imposition of the Enhanced Community Quarantine (ECQ), it visibly affected the on-time processing of PRs as well as the cancellation and failed bidding.

It has to be noted also that the volume of PRs was only received by the PMS nearly at the end of the quarter, hence, the facilitation of the requests shall only commence after thorough review of the submitted request and acceptance of the completion of documents, which in effect, caused the delay in the early procurement process.

However, the PMS as the focal Office should ensure that the concerned OBSUs and FOs are strictly complying with the timelines to avoid delay in the facilitation of the procurement process.

Continuous technical assistance is being conducted to provide clear direction towards the procurement process. On the other hand, there was no capacity building conducted due to the pandemic.

Table 54: Financial Accomplishment as to Performance Indicators

Performance Indicator	Accomplishment	
1. Percentage of Procurement projects completed in accordance with applicable rules and regulations	Purchase Request Processed	
	Amount (Php)	Particulars
	164,842,538.90	Completed / Awarded
	8,482,538.90	Cancelled
	331,010,036.52	Failed
	736,386,777.29	Ongoing
	Invitation to Bids (ITB), Request for Expressions of Interest (REI), and Notice of Negotiated Procurement (NNP)	
	Amount (Php)	Particulars
	867,432,229.93	ITB
	7,596,824.28	REI
	51,886,800.00	NNC
	Purchase Orders / Contracts	
	Amount (Php)	Particulars
	523,084,717.75	Contracts
	545,305,583.06	Purchase Order

C. Overall Assessment/Conclusion and Recommendations

Office / Program / Strategic Initiatives Indicator	Facilitating Factors / Good Practices	Hindering Factors / Challenges	Recommendations
1. Percentage of Procurement projects completed in accordance with applicable rules and regulations	Continuous facilitation of the requests related to procurement	Late submission of requests from concerned DSWD Offices	Strict implementation of timelines in the submission of requests for procurement process
2. Percentage compliance with reportorial requirements from oversight agencies	Coordination with the concerned agencies to ensure compliance		
3. Percentage of Technical Assistance provided to Central Office OBSUs and Field Offices relating to various procurement projects as requested and/as initiated through Procurement Facilitation Meetings	Conduct of facilitation meetings to address issues related to procurement as well as provision of updates for reference	Imposition of Community Quarantine that resulted to cancellation and/or postponement of the scheduled activities	Documentation of the conducted activities and consolidation of the Customers Satisfaction Survey Feedback Form as reference in the improvement of current strategies and initiatives employed in the procurement process
4. Percentage of capacity building trainings/workshops conducted as planned.			

Overall Recommendations

Reinforce mechanisms for convergence among social protection and SWD services

- Present, analyze and address SWDI gaps through case management and convergence delivered through alternative platforms.

Contactless Processes and Alternative Delivery Mechanisms

- For the provision of 4Ps cash grants, step up registration of household replacement and pursue contactless and simplified process of registration and updating while ensuring completeness and validity of household data.
- Urgent review, development, and implementation of necessary adjustments to the program policies, guidelines, and processes to adapt to the new normal
- Continuous investment on ICT infrastructure and video conferencing mechanisms (among others) to facilitate the new normal mechanisms and alternative work arrangements. Some Field Offices reported lacking scanners needed to process documents/applications.
- The Department must also invest on Learning Management System (LMS) or online learning platform so that the provision of Technical Assistance and Skills Development can be conducted through modular based and online training courses.

Anticipatory strategies

- Implement pro-active strategies to strengthen the promotion of regulatory functions of DSWD among LGUs, NGAs, SWDAs/SWAs and other stakeholders.

Continuous improvement on planning, monitoring, and evaluation

- Revisit and review the existing Organizational Outcomes, indicators, and targets in consideration of the new normal environment
- Consider the Field Offices' recommendation to recalibrate some targets in the OPC, given the effect of the COVID-19 pandemic on some activities
- Align plans and targets with the Strategy Map 2028 and DSWD response and recovery plan for COVID-19

Safety and welfare of workforce

- Ensure availability and provision of necessary protective equipment and supplies to all workforce while they are on duty.