

**Department of Social Welfare and Development**

# **ASSESSMENT REPORT**

**1<sup>st</sup> Semester CY 2021**

Harmonized Planning, Monitoring and Evaluation System (HPMES)

Policy Development and Planning Bureau  
Research and Evaluation Division

## EXECUTIVE SUMMARY

The CY 2021 First Semester Department of Social Welfare and Development (DSWD) Assessment Report aims to objectively assess the progress of the Department's performance for the first half of CY 2021 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.

Due to the COVID-19 pandemic, the DSWD program implementation and service delivery, as well as its systems and processes were tested to respond to the needs of its clientele. The imposition of community quarantine resulted to great challenges in achieving the targets set in the strategic plan while also addressing the crisis and vulnerabilities brought about by the COVID-19 pandemic. However difficult, it did not deter all the Office, Bureau, Services, and Field Offices to deliver the goods and services to its internal and external clients.

### Highlights of Accomplishments

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

**Slight increase in the number of households provided with conditional cash grants.** The number of Pantawid households provided with conditional cash grants as of the first semester of 2021 slightly increased to 4,349,433 households, almost hitting its target for 2021.

**The percentage of grievances resolved within the established time protocol remains high and is beyond target even during the pandemic.** All Field Offices resolved almost all the filed grievances within the established time protocol.

**In every four Pantawid households assessed, around three were in the subsistence level and one was already in the self-sufficiency level of well-being.** Of the 3,213,370 Pantawid households who have undergone the Social Welfare and Development Indicators (SWDI) assessment, majority (73.48% or 2,361,249) were classified to be at the subsistence level (Level 2) of well-being, while more than a quarter (26.09% or 838,483) were already at the self-sufficiency level (Level 3).

**Compliance of Pantawid households on education and health conditionalities remained high despite the ongoing pandemic.** As of the first semester of 2021, both outcome indicators on compliance exceeded their respective targets for the year.

**The outputs of SLP in the first semester of 2021 were minimal.** As of the first semester of 2021, the accomplishments of the Program were minimal compared to their target for 2021, regardless of the type of implementation.

**The Microenterprise Development assistance of SLP has no impact on household income, savings, expenditure, and capital expenditure.** Results of the impact evaluation by the PIDS published in December 2020 found that there was no significant impact on household income, savings, and expenditure as well as on other dimensions of expenditure (i.e., food,

education, health, clothing, and durables) among Pantawid household beneficiaries provided with Seed Capital Fund.

**All participants provided with employment assistance were employed but only half of those assisted in microenterprise development were successful.** Almost all (98.56%) of participants of the regular implementation of SLP, referrals, and those served through the Enhanced Partnership Against Hunger and Poverty (EPAHP) chose the Microenterprise Development track and received corresponding assistance in starting up a business, but only 48.72% of them were monitored to be engaged in a microenterprise.

**The outcome of the emerging livelihood intervention seems to be lagging behind, but the outcome of special project looks promising.** Despite the intended purpose of LAG as a recovery mechanism for those greatly affected by the pandemic, only around one in five grantees (21.18%) were monitored to be involved in economic activities as of the first semester of 2021.

**Very minimal to no accomplishment yet on the outputs of KC-NCDDP implementation.** Though the additional funding for the implementation of KC-NCDDP was approved, the processing of the loan took longer than expected which resulted in the deferment of the project implementation to the third quarter of 2021.

**No data on the outcome indicators yet given the delay in the implementation of KC-NCDDP.** The succeeding rounds of the Household Outcome Survey is yet to be conducted.

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

**The target number of clients for residential and non-residential care facilities is more likely to be achieved by end of CY 2021.** More than half of the CY 2021 target number of clients were already served in the facilities.

**The Average Length of Stay (ALOS) of clients in residential care facilities shortened to a little over 2 years or 765 days, compared to the 2020 ALOS of 10 years and 6 months or 3,840 days.** The lengthened stay of clients in the facilities was mainly caused by the restrictions caused by the COVID-19 pandemic.

**All of the DSWD Residential Care Facilities have sufficient number of social workers and house parents.** 100% of the facilities' client-social worker ratio and client-house parent ratio are within the acceptable standards.

**Majority of the facilities are on track and likely to achieve its CY 2021 targets on percentage of rehabilitated clients.** However, some rehabilitation activities are still not allowed because of the pandemic. This contributed to low rehabilitation rates in four residential centers and one non-residential center.

**For the 10th cycle of the SFP implementation, the program has served 1,734,113 children from the CDCs and 52,634 children under the SNPs with a total of 1,786,747 or 94.94%, out of the 1,881,979 target beneficiaries with an unserved of 95,232 or 5.06% in the 1,303 Local Government Units (LGUs) nationwide.** Despite the imposition of community quarantine, SFP has continued the implementation with the issuance of Memorandum Circular No. 12 series of 2020 or the Guidelines in the Implementation of the Supplementary Feeding Program during the Community Quarantine Period or Other Similar Emergencies.

**The SFP was able to fully achieve the target improvement in the nutritional status of the beneficiaries corresponding to 88.34% improvement of the Underweight to Normal and 90.34% of the Severely Underweight to Underweight as of the end of June 2021.**

**For BangUn project, 20% of severely underweight and underweight children 0-144 months old in Basilan, Sulu and Tawi-Tawi have improved status in 2020.** This is according to the Severe Acute Malnourished (SAM) and Moderate Acute Malnourished (MAM) Progress Report.

**Out of the 3,835,066 target indigent senior citizens, 2,635,656 or 68.73% have received their social pension stipend with a total of 1,199,410 or 31.27% who are yet to be served within the year.** The unserved beneficiaries can be attributed to the stringent protocols enforced with the implementation of community quarantine that affected the operations of the program, both at the FOs and LGUs level.

**Majority of the SocPen beneficiaries used their stipend for purchase foods, medicines and vitamins for their daily living subsistence.** It validates that the program goals and objectives is being achieved and sustained.

**For the Centenarian Program, a total of 924 beneficiaries were provided with the cash grants of Php100,000.00.** Validation of the centenarians was mostly concluded in CY 2020, thus 70.05% of the centenarians were provided with the cash gifts.

**Number of beneficiaries served through AICS exceeded its semestral target.** For the first semester of CY 2021, the Department was able to serve 1,178,611 beneficiaries through AICS or 165% of the semestral target of 712,340. Field Offices CAR, I, II, III, CaLaBaRZon, MiMaRoPa, VII, VIII, IX, X, XII, Caraga, and Central Office were able to exceed its semestral target.

**Psychosocial assistance was the most provided type of assistance in AICS.** Out of 1,881,083 total number of assistance provided through AICS, psychosocial assistance was the most provided with 701,743 or 37.31%.

**Number of assistance in AICS provided was higher in 2021 than in 2019 and 2020.** Due to the ongoing pandemic and economic crisis, more clients depended on government assistance to sustain their daily needs. Therefore, there is an upward trend in the number of assistance provided through AICS during the 1st semester of 2019 until 2021.

**Semestral target for children issued with CDCLAA was not met.** The non-achievement of the target could be attributed to the prevailing community quarantines in some areas causing mobility restrictions to secure pertinent documents for CDCLAA. Also, Field Offices had difficulty obtaining documents from LGUs due to shift in focus on the implementation of the Social Amelioration Program.

**Target number of placement of children in foster care was not reached.** Ninety-six (96) or 84% of the semestral target of 114 children are placed in foster care. To bridge this gap, there is a need to intensify the provision of technical assistance to residential care facilities to assess children under their care if they are eligible for foster care placement.

**A high number of foster children are provided with subsidies.** The Department also provided subsidies to 692 foster families to whom foster children were placed to augment in their foster child's daily needs.

**Children endorsed for inter-country adoption exceeded semestral target.** The Department was able to clear and endorse 131 children for inter-country adoption or 149% of the semestral target of 88 children.

**A total of 3,085 applications for minors travelling abroad were received for the period of January to June 2021.** Of this, 2,470 or 80.06% were approved.

**One to two types of DSWD services were provided to the 11,139 Distressed Overseas Filipinos, resulting to 20,842 services provided.** The top three services were provision of basic needs/AICS, psychosocial services, and visits.

**A total of 1,274 or 127% trafficked persons were provided with social welfare services.** The accomplishment is already 63.7% of the CY 2021 targets. The FO NCR has accounted with the highest number of TIP cases corresponding to 415 or 34% of the total number of cases followed by FO IX.

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

**The Department was non-stop in serving disaster-stricken households and individuals despite contending with a pandemic that has yet to reach its conclusion even a year since it started.** The intermittent easing of and reverting to stricter quarantine measures did not stop the DSWD in providing of food and non-food items (FNI) and Cash-for-Work (CFW) to 132,157 internally displaced households (IDHs) during the major disasters in the first semester.

**As the nation eased into the "new normal", slightly lesser requests for augmentation were received this time compared to when the quarantine first started last year.** There were 972 LGUs provided with relief augmentation (including those for COVID-19 response).

**Training of Quick Response Team members for deployment is somewhat below target, but should pick up in the next semester.** Eight hundred twenty-two (822) QRT members

were trained in the first half of 2021. This is 5.08% below the initially planned 866 QRT members, as some Field Offices did not include this in their semestral targets due to realigned budgets (FO NCR and X).

**Provision of Cash-for-Work (CFW) for Climate Change Adaptation and Mitigation (CCAM) was almost 100%.** The minor and almost negligible variance was mainly caused by the localized lockdowns in some areas (FO III) which inflicted delays in the payout of financial assistance and implementation of projects.

**The Department is lauded for providing disaster response and early recovery services to thousands of households, but these achievements must be interpreted with caution.** 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).

**All internally displaced households (IDHs) served by the DSWD were assisted to early recovery, yet, there is still room to reach more families.** All 146,329 households (100%) reached by the Department have been assisted to early recovery stage. Though commendable, especially in a pandemic, the Department can still aim to expand its targets as only a fraction of the total number of affected families are reached by its services.

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

**The shift to virtual assessments aided in exceeding most of the Department's targets along registration, licensing and accreditation of SWAs and SWDAs (both private and auxiliary).** The challenges brought by the pandemic continued onto the first semester of 2021, yet, it did not hinder the Department from performing its regulatory functions.

**Unlike the previous year (1<sup>st</sup> Semester CY 2020), semestral targets for the accreditation of SWAs and Centers have been met, this time exceptionally (registering a +58.62% variance).** A total of 92 SWAs and Centers were accredited last semester, which outdid the semestral target of 58. In fact, the Department has already achieved 61.33% of the goal for this year (150 SWAs and Centers).

**Also exhibiting an improved performance is the accreditation of Beneficiary Partner CSOs.** the Department accredited 345.16% of its intended semestral targets (31 CSOs). The DSWD is in fact, 59.74% done with its annual target of 231 CSOs.

**The target number of service providers for accreditation throughout CY 2021 was already exceeded after the first semester.** An astounding +1,483.33% variance was recorded for the accreditation of Social Workers Managing Court Cases (SWMCCs) for the first semester, while accreditation for Pre-Marriage Counselors were 116.55% above the target.

**On the other hand, accreditation for Child Development Workers (ECCD Services) affected the overall accomplishment rate for Service Providers.** The Department appeared to struggle in accrediting Child Development Workers for ECCD Services (CDWs) as it was 18.45% below its intended numbers for last semester. One reason is the late issuance of policy directives from the ECCD Council regarding the accreditation of CDWs (only disseminated last June 25, 2021).

**Timeliness also improved compared to last year.** All (100%) SWDAs have been issued RLA certificates within 30 working days upon receipt of compliant application.

**The percentages of monitored SWAs and SWDAs with sustained compliance to SWD standards have already surpassed yearly targets, but the Department can still aim higher.** While performance on the outcome indicators is a success as per target, the DSWD can still set the bar higher in ensuring and encouraging its partner SWAs, SWDAs and service providers to maintain their compliance to the set SWD standards – which is the essence of the Department's mandate.

**Reporting of accomplishments along the outcome indicators must be improved.** To be able to accurately gauge the overall performance of the Department, uniform reporting of the outcome indicators must be ensured.

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

**The New Normal has open Opportunities to Maximize the Technology for Delivery of Programs, Projects and Activities.** Many of the program, activities and projects (PAPs) have to be delivered and some to be converted to online/virtual platforms such as training and other learning interventions. This was proven to cover a wider reach of target participants/recipients of TA interventions but has its own downside as well.

**Provision of technical assistance and resource augmentation to LSWDO exceeded the semestral target.** Of the 869 LSWDOs targeted for TA, an average of 952 LGUs were provided TA for the semester. This has yielded a +9.55% variance of the total accomplishment.

**Majority of LSWDO are in level 1 of service delivery.** For the 1<sup>st</sup> semester 2021, 180 or 63.60% of the 283 target LGUs were able to get the baseline information. The Department were able to obtained 1,142 LGUs (or 67% of 1715 total LGUs nationwide) with baseline information on their level of service delivery.

**Provision of technical assistance and resource augmentation to LSWDO exceeded the annual target.** There were 1,419 LGUs provided with technical assistance (TA) out of 1,165 targets while 493 LGUs were provided with resource augmentation out of 273 targets.

**Resource augmentation exceeded the semestral target with 116.86% accomplishment.** High resource augmentation can be referred to the disaster response operations.



## Overall Recommendations

**Ensure prompt response and adaptability to the complex, dynamic and uncertain conditions which includes strategy on the speedy process of crafting, enhancing and adjusting program and organizational policies and guidelines and timely provision of directives to Field Offices.** By strengthening collaboration with partner agencies and various stakeholders, the DSWD management and program implementers must continue to ensure that the policies and guidelines of the organization are still responsive to the emergent need of vulnerable sectors and other segments of the population affected by the pandemic. Policy enhancements should be supported with evidence-based data and should be responsive to new national reforms and the new normal environment.

**Strengthen planning, monitoring, and evaluation in consideration of the new normal environment.** Inconclusive findings on certain objectives and indicators as a result of unresolved issues on unclear target setting are still evident in this report. With the recalibration of its strategy through the implementation of DSWD Strategy Map 2028, all DSWD OBSUs should ensure that program and office objectives are measured through properly selected performance indicators. Target adjustments should always be backed up by reliable administrative data and results of program assessment or evaluation.

**Continuous convergence among social protection and SWD services.** 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. Given that an array of interventions constitute the proven approach for the graduation from poverty, operationalization of internal and external convergence strategies should be pursued. Though some social welfare programs will be devolved to LGUs in 2022, the inherent convergence should not cease. Furthermore, more national and local level engagements should be fostered for further project complementation.

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

**Act upon human resource concerns at various levels.** With the impending devolution of social welfare services to LGUs in 2022, the DSWD management should address the concerns on displacement of personnel from the NGA, particularly those who are Contract of Services and Memorandum of Agreement.

**Ensure the welfare and safety of workforce.** Necessary protective equipment and supplies should always be available and provided to the workforce while they are on duty. Support mechanisms like provision of psychosocial, logistical and financial support should be strengthened. Strict compliance to the minimum health protocols should be observed at all times.



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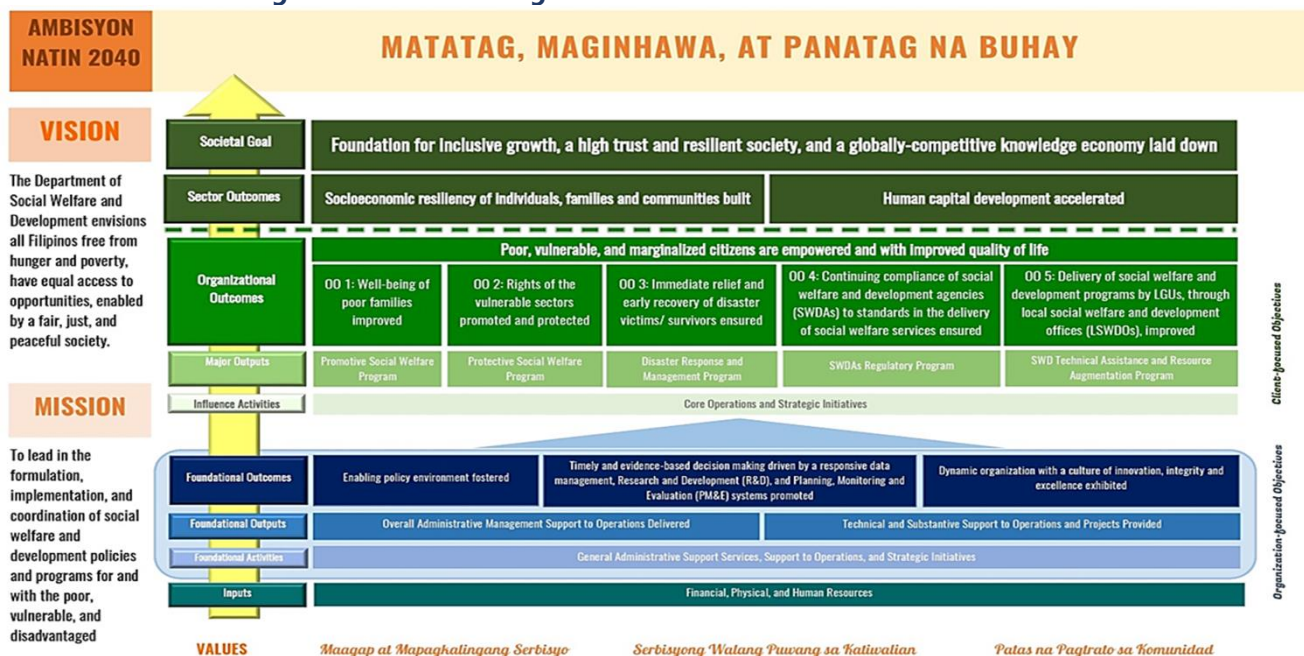
# INTRODUCTION

## Framework of Assessment

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

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

Figure 1. DSWD Strategic Results Framework 2017-2020



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

The Department's outputs are delivered by the following programs classified as follows: Promotive Social Welfare Program, Protective Social Welfare Program, Disaster Response and

Management Program, 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<sup>1</sup> components which are critical in providing support to the OOs and above-mentioned programs. Delivering these outputs is crucial in achieving the foundational outcomes.

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

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**

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

### **Qualitative Method**

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

The report covered the following assessment questions:

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

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<sup>1</sup> The "foundational" objectives represent the enabling activities/outputs/outcomes that will support and drive the achievement of the client-focused objectives

## SITUATIONAL ANALYSIS

This section provides a context on the current environment where the Department is operating. It highlights how the COVID-19 pandemic aggravated the dire situation of majority of the Filipinos. More importantly, this section will provide an overview of sources of risks and vulnerabilities which should be mitigated or prevented through effective and comprehensive social protection mechanisms.

### COVID-19 Situation in ASEAN countries

The outbreak of the COVID-19 virus and the resulting falls in demand due both to uncertainty and policy interventions such as lockdowns, "social distancing," and travel restrictions had a severe impact on ASEAN economies and hence on ASEAN households.

As of 22 June 2021, the Philippines was the second-highest rate of total confirmed cases at 1,530,266 among all the ASEAN countries. The country also ranked second in terms of total deaths and recoveries. However, the Philippines was the lowest in number when it comes to hospital beds, COVID-19 tests and vaccinations.

**Table 1. COVID-19 in ASEAN as of 22 June 2021**

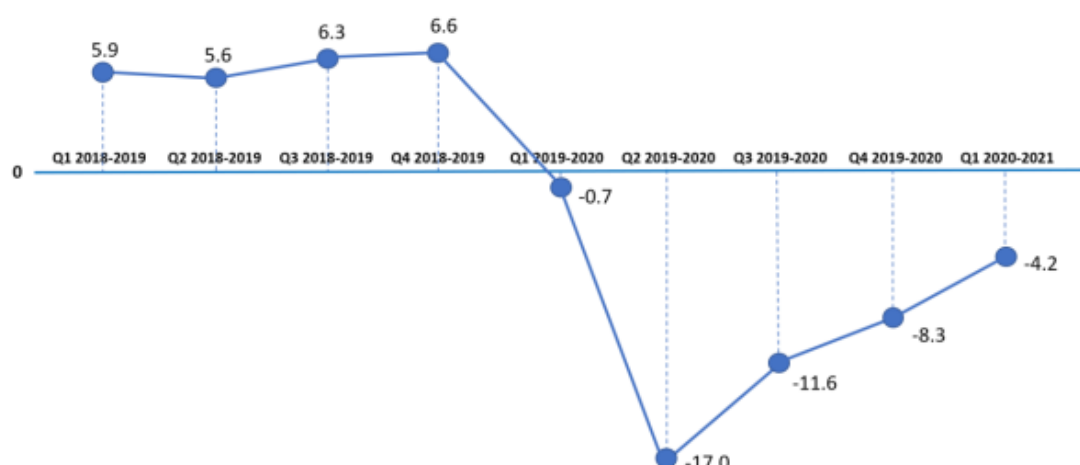
Country	Total Confirmed Cases	Total Deaths	Total Recoveries	Hospital Beds per 10k Population	Total COVID-19 Tests per 10k Population	Share of Population with at least 1 vaccine doses (in %)	Share of Population fully vaccinated (in %)
Malaysia	980,491	7,718	815,293	13	5,205	35	16
<b>Philippines</b>	<b>1,530,266</b>	<b>26,891</b>	<b>1,452,813</b>	<b>5</b>	<b>1,388</b>	<b>10</b>	<b>5.1</b>
Indonesia	3,082,410	80,598	2,392,923	12	599	16	6.4
Singapore	63,791	36	62,576	18	26,064	74	51
Thailand	467,707	3,811	26,873	21	1,162	17	5.1
Myanmar	253,364	6,133	173,926	9	555	-	-
Cambodia	71,244	1,222	62,577	8	995	40	26
Vietnam	78,269	370	13,421	26	737	4.3	0.4
Brunei	311	3	269	28	3,381	27	4.9
Lao PDR	4,342	5	2,174	15	413	15	9.4

### Philippine Economic Performance

The COVID-19 pandemic, which disrupted the global economy, has remarkably caused major devastation to the Philippine economic performance in 2020. As reported by the Philippine Statistics Authority (PSA), the Philippine economy showed further signs of improvement in Q1 2021 with a real gross domestic product (GDP) growth at -4.2 percent. This is an improvement from the 8.3 percent contraction in the previous quarter but lower than the 0.7 percent decline in Q1 2020. According to the National Economic and Development Authority (NEDA), the economy has safely re-opened for most of Q1 2021. However, the surge in COVID-19 cases

which started in March prompted the government to impose stricter community quarantine restrictions in the National Capital Region (NCR) plus areas (composed of Metro Manila and its adjacent provinces such as Bulacan, Cavite, Laguna, and Rizal).

**Figure 2. Gross Domestic Product Year-on-Year Growth Rates, Q1 2019-2019 to Q1 2020-2021<sup>2</sup>**



It is the fifth consecutive quarter that the country has registered negative GDP growth due to the pandemic, making it the longest recession since the Marcos years. Agriculture fell 1.2%, while services and industry contracted by 4.4% and 4.7%, respectively. The main contributors to the GDP decline were construction (-24.2%), other services like entertainment and recreation (-38%), and real estate (-13.2%). GDP – which is the total value of all finished goods and services in a country – fell despite the easing of quarantine restrictions during the first quarter.

**Table 2. National Accounts of the Philippines by Industry Group, 2020 and Q1 2021**  
(% growth, at constant 2018 prices)<sup>3</sup>

Industry Group	Overall 2020	Q1 2021
<b>Agriculture, Forestry and Fishing</b>	-0.2	-1.2
<b>Industry</b>	-13.2	-4.7
Mining & Quarrying	-19.9	-1
Manufacturing	-9.5	0.5
Electricity, steam, water and waste management	-0.7	1.9
Construction	-26	-24.2
<b>Services</b>	-9.2	-4.4
Wholesale and retail trade	-5.7	-3.9
Transportation and storage	-31.2	-18.8
Accommodation and food service activities	-44.7	-20.6
Information and communication	5.1	6.3
Financial and insurance activities	5.8	5.2
Real estate and ownership of dwellings	-17	-13.2

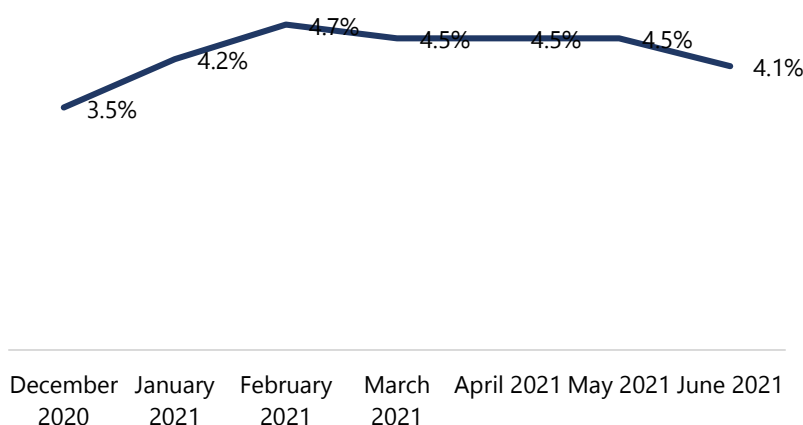
<sup>2</sup> Source: Philippine Statistics Authority

<sup>3</sup> Source: Philippine Statistics Authority

Industry Group	Overall 2020	Q1 2021
Professional and business services	-9.3	-6.5
Public administration and defense	4.4	7.5
Education	-11.9	-1
Human health and social work activities	-4.3	11.7
Other services	-41.8	-38

IBON Foundation, a non-profit research, education and information-development institution, noted the deteriorating economy made worse by COVID-19 and government response. This includes record joblessness in which unemployed Filipinos was as high as 5.4 million, full time work fell by 550,000 and low-paying insecure part-time work increased by 3.2 million from January 2020 to March 2021. IBON also accounted the soaring prices with 4.1 f inflation rate in June 2021 and record hunger in which 15 million families (62.1% of total) went hungry in CY 2020.

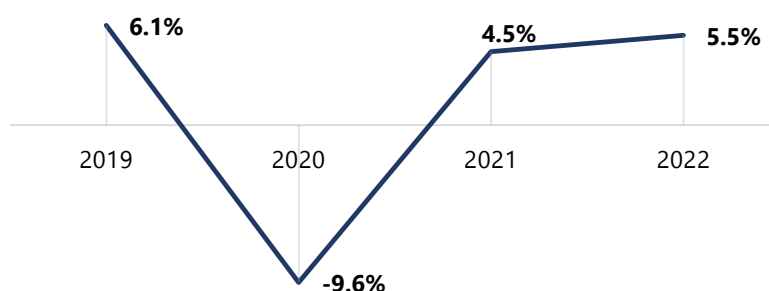
**Figure 3. Monthly Inflation Rates in the Philippines, December 2020-June 2021<sup>4</sup>**



However, according to the forecast of Asian Development Outlook (ADO) 2021, Asian Development Bank's flagship economic publication, the Philippine economy will grow by 4.5% in 2021 and 5.5% in 2022. Based on the report, public spending on infrastructure and social assistance, better progress in the country's coronavirus (COVID-19) vaccination drive, and a steady recovery in the global economy will underpin growth of the Philippine economy this year and in 2022.

<sup>4</sup> Source: Philippine Statistics Authority

**Figure 4. Philippines GDP Growth Forecast, 2019-2022<sup>5</sup>**

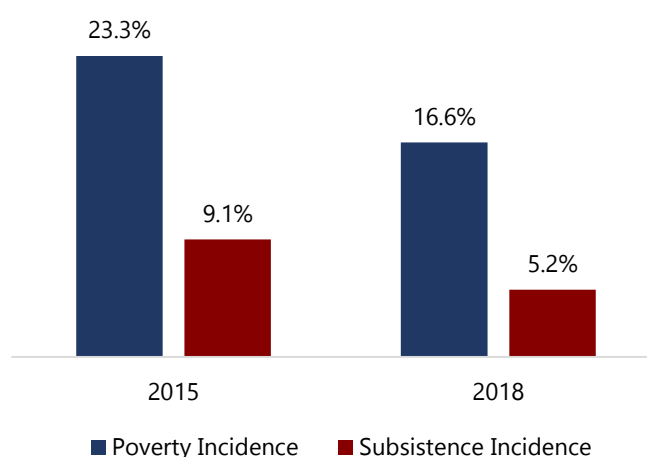


## Poverty Situation in the Philippines

The full year 2018 poverty incidence among population, or the proportion of poor Filipinos whose per capita income is not sufficient to meet their basic food and non-food needs, was estimated at 16.6 percent, according to the official data released by PSA. This translates to 17.6 million Filipinos who lived below the poverty threshold estimated at PhP 10,727, on average, for a family of five per month in 2018. On the other hand, subsistence incidence among Filipinos, or the proportion of Filipinos whose income is not enough to meet even the basic food needs, was registered at 5.2 percent in 2018. The monthly food threshold for a family of five was estimated, on average, at PhP 7,528.

Among families, the proportion of poor families in 2018 was estimated at 12.1 percent, which is equivalent to around three million families. Meanwhile, the subsistence incidence among families was recorded at 3.4 percent, or around 800 thousand food poor families in 2018.

**Figure 5. Poverty and Subsistence Incidence among Population: 2015 and 2018<sup>6</sup>**



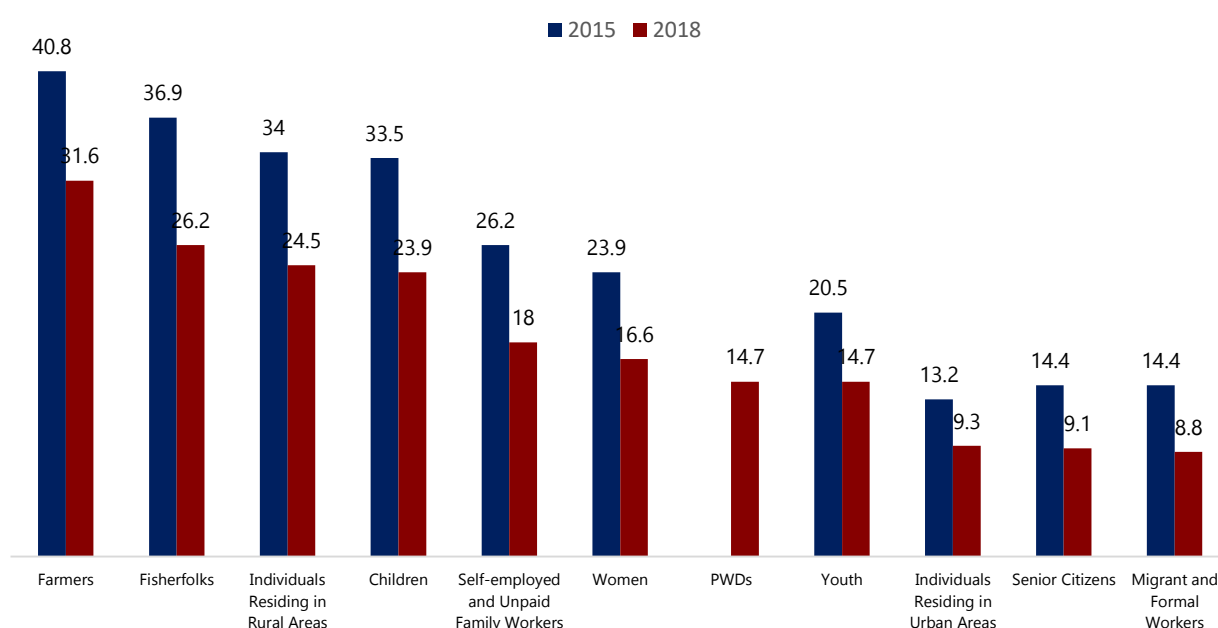
<sup>5</sup> Source: Asian Development Bank

<sup>6</sup> Source: Philippine Statistics Authority



In 2018, farmers, fisherfolks, individuals residing in rural areas and children who belong to families with income below the official poverty thresholds posted the highest poverty incidences among the basic sectors at 31.6, 26.2, 24.5 and 23.9 percent, respectively. These sectors also registered the highest poverty incidences in 2015 at 40.8, 36.9, 34.0 and 33.5 percent, respectively. On the other hand, individuals residing in urban areas, senior citizens, and migrant and formal sector workers had the lowest poverty incidences among the basic sectors in 2018 at 9.3, 9.1 and 8.8 percent, respectively. In 2015, these sectors recorded poverty incidences of 13.2, 14.4 and 14.4 percent. Meanwhile, the poverty incidence among persons with disability (aged 15 years and over) was recorded at 14.7 percent in 2018.

**Figure 6. Poverty Incidence among Basic Sectors (%): 2015 and 2018<sup>7</sup>**



Before the pandemic, the government aimed to reduce poverty to 14% of the population by 2022. The target was for the Philippines to be classified as a middle income country. However, according to the statement of NEDA during the launch of the updated Philippine Development Plan (PDP)<sup>8</sup>, the country's poverty rate is projected to average between 15.5% and 17.5% in 2021, likely near the 16.6% posted in 2018. In an interview, NEDA said that with more people expected to remain poor, hungry, and jobless, there is a need to support the poor through social protection measures like cash assistance.

## Hunger

As poverty and hunger are closely linked, it is also notable to mention here the results of the 2<sup>nd</sup> Quarter 2021 Social Weather Stations Survey on hunger:

<sup>7</sup> Source: Philippine Statistics Authority

<sup>8</sup> Source: <https://www.rappler.com/business/more-poor-unemployed-filipinos-even-by-2022>

- The national Social Weather Survey of June 23-26, 2021 found that 13.6% or an estimated 3.4 million families experienced involuntary hunger – hunger due to lack of food to eat – at least once in the past three months.
- The June 2021 Hunger rate is 3.2 points below the 16.8% (estimated 4.2 million families) in May 2021. It is 7.5 points below the 2020 annual average of 21.1% but still above the December 2019 pre-pandemic level of 8.8% (est. 2.1 million families).
- The 3.2-point decline in Overall Hunger is due to decreases in all areas, especially in the Visayas. It also fell by 0.7 points in Metro Manila, from 14.7% (est. 496,000 families) to 14.0% (est. 473,000 families).
- The June 2021 survey found 48% of families rating themselves as Poor, 23% feeling Not Poor, and 29% feeling Borderline Poor. The survey results also showed that 32% of families rated themselves as Food-Poor, 29% feeling Not Food-Poor, and 38% feeling Borderline Food-Poor.

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

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

### Promotive Social Welfare Programs

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

The **Pantawid Pamilyang Pilipino Program (4Ps)** is the pioneer conditional cash transfer program implemented in 2008 by the national government with the DSWD as the lead implementing agency. On April 17, 2020, 4Ps became a regular program of the national government thru the passage of Republic Act 11310 or “An Act Institutionalizing the Pantawid Pamilyang Pilipino Program”, or shortly “4Ps Act”. The law positions 4Ps as both a human capital development program and as the national poverty reduction strategy of the national government through convergence with other pro-poor programs and services.

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

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

## I. Findings

### Pantawid Pamilyang Pilipino Program

#### A. Output-level Indicators

**Slight increase in the number of households provided with conditional cash grants.** The number of Pantawid households provided with conditional cash grants as of the first semester of 2021 slightly increased to 4,349,433 households, almost hitting its target for 2021 with a variance of only -1.15%. Due to natural attrition and households whose exit from the program were previously deferred due to the National Advisory Council (NAC) Resolution No. 2, series of 2020, or the Continuity of the Cash Grants Provision to the 4Ps Beneficiaries during the State of Calamity due to the COVID-19 Pandemic, about 100,000 Pantawid households were omitted from the list of beneficiaries as early as February 2021. Nevertheless, the program remains to cover a sizable amount of the 5.2 million households identified as poor through the second round of assessment of the National Household Targeting System for Poverty Reduction (NHTS-PR) or Listahanan 2 in 2015.

**Table 3. Physical Accomplishment on Output Indicators of 4Ps**

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of Pantawid households provided with conditional cash grants	4,349,433	4,400,000	-1.15%	Minor deviation
Percentage of Pantawid Pamilya-related grievances resolved within established time protocol	94.75%	91.00%	4.12%	Minor deviation

**Timely grievance resolution remains high and beyond the target even during the pandemic.** Of the total number of Pantawid-related grievances, 94.75% were resolved within the established time protocol. The accomplishment as of the first semester of 2021 is slightly lower than that of in 2020 (96.04%) but still exceeds the annual target of 91.00% with minor deviation.

**Table 4. 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	3,788	3,735	98.60%
CAR	669	636	95.07%
I	3,522	3,270	92.84%
II	871	842	96.67%
III	5,640	5,625	99.73%
IV-A	5,246	5,100	97.22%
IV-B	2,631	2,424	92.13%
V	900	900	100.00%
VI	1,433	740	51.64%

Region	No. of Resolved Cases	No. of Resolved Cases within the established time protocol	Percentage of Resolved Cases within the established time protocol
VII	538	526	97.77%
VIII	2,062	2,060	99.90%
IX	3,192	3,188	99.87%
X	1,470	1,470	100.00%
XI	2,409	2,372	98.46%
XII	2,218	2,206	99.46%
Caraga	1,281	1,190	92.90%
ARMM	278	274	98.56%
<b>Grand Total</b>	<b>38,148</b>	<b>36,558</b>	<b>94.75%</b>

## B. Outcome-level Indicators

**Pantawid has desirable impacts on the well-being of its beneficiaries.** Results of the third impact evaluation (IE Wave 3) by the Philippine Institute for Development Studies (PIDS) published in February 2021 showed that Pantawid positively impacts income and food security, community participation, and disaster preparedness of its household beneficiaries. The education and health outcomes of children and pregnant women also improved with the help of the program.

**In every four Pantawid households assessed, around three were in the subsistence level and one was already in the self-sufficiency level of well-being.** Of the 3,213,370 Pantawid households who have undergone the Social Welfare and Development Indicators (SWDI) assessment, majority (73.48% or 2,361,249) were classified to be at the subsistence level (Level 2) of well-being, while more than a quarter (26.09% or 838,483) were already at the self-sufficiency level (Level 3). The remaining 0.42% or 13,638 Pantawid households assessed remain to be struggling at the survival level (Level 1) of well-being. While the percentage of assessed Pantawid households at the survival level was minimal and below the target of 2%, the accomplishments as of the first semester of 2021 are still far from the targets set for the year that around 3 in 5 Pantawid households are already self-sufficient and 2 in 5 are at the subsistence or survival level.

**Table 5. Physical Accomplishment on Outcome Indicators of 4Ps**

Indicators	Accomplishments	Targets	Variance	Assessment
1. Percentage of Pantawid households with improved wellbeing				
a. Survival Level	0.42%	2%	-79.00%	Major Deviation
b. Subsistence Level	73.48%	37%	98.59%	Major Deviation
c. Self-Sufficiency Level	26.09%	61%	-57.23%	Major Deviation
2. Percentage compliance of Pantawid Pamilya households on	97.56%	95%	2.69%	Minor Deviation

school attendance of children				
3. Percentage compliance of Pantawid Familya households on availment of health services	98.35%	95%	3.53%	Minor Deviation

**Compliance of Pantawid households on education and health conditionalities remained high despite the ongoing pandemic.** As the government eased the community quarantine in place, the monitoring of compliance of Pantawid households to conditionalities resumed. As of the first semester of 2021, both outcome indicators on compliance exceeded their respective targets for the year. Though there were no information available yet on the outcome indicators on the improvement of compliance of non-conforming Pantawid households, the DSWD has been closely 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 Pantawid and their participation in schools and availment of health services are still being monitored. The Pantawid NAC is presently crafting a policy that will guide these efforts.

## Sustainable Livelihood Program

### A. Output-level Indicators

**The outputs of SLP in the first semester of 2021 were minimal.** To respond to the needs of the poor during the pandemic, the SLP repurposed its targets and funds to provide livelihood assistance grant (LAG) to low-income households whose livelihoods were greatly affected by the crisis. As of the first semester of 2021, the accomplishments of the Program were minimal compared to their target for 2021, regardless of the type of implementation. Halfway through the year, all output indicators remain to deviate greatly from their respective targets for the year with variance of -86% or worse.

**Table 6. Physical Accomplishment on Output Indicators of SLP**

Indicators	Accomplishments	Targets	Variance	Assessment
Total number of participants provided with program modalities (SLP Regular, referrals, and EPAHP)	277	5,280	-94.75%	Major deviation
Total number of participants provided with Livelihood Assistance Grant (LAG)	19,055	135,373	-85.92%	Major deviation
Total number of participants provided with livelihood assistance (EO 70 implementation)	78	18,340	-99.57%	Major deviation

**Number of SLP participants provided with livelihood projects under E.O. 70 or “Institutionalizing the Whole-of-Nation Approach in Attaining Inclusive and Sustainable Peace, Creating a National Task Force to End Local Communist Armed Conflict, and Directing the Adoption of a National Peace Framework” was achieved.** A total of 89 SLP participants were provided with livelihood projects under E.O. 70. Of which, 70 have successfully established their micro-enterprises and 19 were reported to be gainfully employed. This number is equivalent to 127% of the semestral target of 70 served beneficiaries.

**Number of former rebels served through LAG under E.O. 70 was staggeringly low.** Only 78 out of 18,340 former rebels were served through LAG in Conflict Vulnerable Areas (CVAs).

## **B. Outcome-level Indicators**

**The Microenterprise Development assistance of SLP has no impact on household income, savings, expenditure, and capital expenditure.** Results of the impact evaluation by the PIDS published in December 2020 found that there was no significant impact on household income, savings, expenditure as well as on other dimensions of expenditure (i.e., food, education, health, clothing, and durables) among Pantawid household beneficiaries provided with Seed Capital Fund. Nevertheless, the intervention increased the numbers of hours worked, employment, and labor force participation of Pantawid grantees. The researchers, however, admitted weaknesses in the study which include the lack of pre-intervention variables for matching, possible biases from self-selection and non-random selection of target areas, possible spillover effects, and insufficient power.

**All participants provided with employment assistance were employed but only half of those assisted in microenterprise development were successful.** Almost all (98.56%) of participants of the regular implementation of SLP, referrals, and those served through the Enhanced Partnership Against Hunger and Poverty (EPAHP) chose the Microenterprise Development track and received corresponding assistance in starting up a business, but only 48.72% of them were monitored to be engaged in a microenterprise. As for participants who pursued the Employment Facilitation track, all of them were monitored as employed. Notably, however, these participants are only four in number.

**The outcome of the emerging livelihood intervention seems to be lagging behind, but the outcome of special project looks promising.** Despite the intended purpose of LAG as a recovery mechanism for those greatly affected by the pandemic, only around one in five grantees (21.18%) were monitored to be involved in economic activities as of the first semester of 2021. In contrast, the around nine in ten SLP participants who are former rebels or those in conflict vulnerable areas (CVAs) served through the implementation of Executive Order No. 70, series of 2018, were involved in microenterprise/employment upon monitoring.



**Table 7. Physical Accomplishment on Outcome Indicators of SLP**

Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of SLP participants involved in microenterprise (served through SLP Regular, referrals, and EPAHP)	48.72%	100.00%	-51.28%	Major deviation
Percentage of SLP participants who are employed (served through SLP Regular, referrals and EPAHP)	100.00%	100.00%	0.00%	Target achieved
Percentage of SLP participants involved in microenterprise/employment (served through LAG)	21.18%	100.00%	-78.82%	Major deviation
Percentage of SLP participants involved in microenterprise/employment (served through EO 70 implementation)	89.74%	100.00%	-10.26%	Minor deviation

It is important to note that the pre-implementation and social preparation stages for the regular implementation of SLP and the validation and assessment of potential LAG beneficiaries are still ongoing as of the first semester of the year. Hence, the actual accomplishments of physical targets usually take place in the second semester where the disbursement of grants and actual project implementation occur.

## KALAHI CIDSS-NCDDP

### A. Output-level Indicators

**Very minimal to no accomplishment yet on the outputs of KC-NCDDP implementation.** Though the additional funding for the implementation of KC-NCDDP was approved, the processing of the loan took longer than expected which resulted in the deferment of the project implementation to the third quarter of 2021. Similarly, the special project under KC-NCDDP, namely the Payapa at Masaganang Pamayanan Community Driven Development Program for Indigenous Peoples (PAMANA IP-CDD), had marginal accomplishments as the implementation of the program will commence on the 3rd quarter as well. Hence, accomplishments are expected to be seen in the succeeding quarters when the additional financing is already available and project implementation can proceed. Meanwhile, the emerging service under the KC-Kapangyarihan at Kaunlaran Sa Barangay (KC-KKB), that is the Balik Probinsya Bagong Pag-asa (BP2) Program, had low accomplishment as well because of the delay in the sending-off of families, which is dependent on the schedule cascaded by the National Housing Authority (NHA).

**Table 8. Physical Accomplishment on Output Indicators of KC-NCDDP**

Indicators	Accomplishments	Targets	Variance	Assessment
Number of communities implementing KC-NCDDP				
a. Region	0	15	-100.00%	Major deviation
b. Province	0	62 <sup>9</sup>	-100.00%	Major deviation
c. Municipality	0	676 <sup>9</sup>	-100.00%	Major deviation

d. Barangay	0	15,559 <sup>9</sup>	-100.00%	Major deviation
Number of KC-NCDDP sub-projects completed in accordance with technical plans and schedule	22	3,429 <sup>9</sup>	-99.36%	Major deviation
Number of households that benefitted from completed KC-NCDDP sub-projects	2,670	857,250	-99.69%	Major deviation
Percentage of women volunteers trained on CDD	0	50.00%	-100.00%	Major deviation
Percentage of paid labor jobs created by KC-NCDDP projects are accessed by women	0	30.00%	-100.00%	Major deviation
Number of family beneficiaries served through Balik Probinsya Bagong Pag-asa (BP2) Program <sup>10</sup>	58	2,000	-97.10%	Major deviation
No. of community vulnerable areas (CVAs) provided with <sup>10</sup> disaster response services	73	376	-80.59%	Major deviation

**Accomplishment for completed KC-NCDDP sub-projects was very low.** A total of 22 KC-NCDDP sub-projects under PAMANA were completed. This is equivalent to 0.64% of the annual target of 3,429 sub-projects expected to be completed by the end of CY 2021. Implementation of sub-projects under KC-NCDDP-Additional Financing (KC-NCDDP-AF) and Kapangyarihan at Kaunlaran sa Barangay (KKB) are expected to commence by 3<sup>rd</sup> quarter of CY 2021.

**Number of households that benefitted from completed KC-NCDDP sub-projects was not met.** As of June 2021, a total of 22 sub-projects were completed under PAMANA benefitting 2,670 households or 0.31% of the annual target of 857,250 households. This number is expected to increase as implementation of sub-projects under KC-NCDDP-AF and KKB will start by 3<sup>rd</sup> quarter of CY 2021.

**Target number of (CVAs) provided with disaster response services was not reached.** Due to delayed implementation of KC-NCDDP-AF and KKB sub-projects, only municipalities from Regions CaLaBaRZon, IX, X, XI, XII, and Caraga that implemented PAMANA sub-projects were accounted for. This is equivalent to 73 or 19.41% of the annual target of 376 CVAs.

## B. Outcome-level Indicators

**No data on the outcome indicators yet given the delay in the implementation of KC-NCDDP.** The succeeding rounds of the Household Outcome Survey is yet to be conducted. The Sustainability Evaluation, on the other hand, is conducted six months after completion of sub-projects. Based on the updated implementation timeline, the

<sup>9</sup> CY 2021 targets were recalibrated from the DSWD Strategic Plan 2018-2022 targets

<sup>10</sup> Newly added indicators in line with emerging services and special projects covered by the KC-NCDDP

sub-projects are projected to be finished by the fourth quarter of 2021, hence the Sustainability Evaluation will take place by the second quarter of 2022.

**Table 9. Physical Accomplishment on Outcome Indicators of KC-NCDDP**

Indicators	Accomplishments	Targets	Variance	Assessment
Percentage increase in access to major KC-NCDDP investments in KC-NCDDP municipalities	Not reported	TBD	-	Inconclusive
Percentage of completed KC-NCDDP projects that have satisfactory or better sustainability evaluation rating	TBD	85%	-	Inconclusive

## II. Influencing Factors

### A. Facilitating Factors

1. **Continuous partnership with NGAs, FOs, and LGUs.** Close coordination and collaboration with national government agencies (NGAs), field offices (FOs), and local government units (LGUs) has been facilitating in the implementation of promotive social welfare programs. The Department has been collaborating with the Department of Education (DepEd) and the Department of Health (DOH) to pursue reforms on education and health services provision for the Pantawid households even while in a pandemic. Other national government agencies are also tapped to provide complementary and supplementary interventions for SLP participants. For KC-NCDDP, there was an expansion of institutional linkages to ensure the sustainability of sub-projects.
2. **Provision of technical assistance and learning development interventions.** The Pantawid grievance officers were capacitated on handling complaints, while SLP field staff were trained on community organizing and mainstreaming of participants. KC-NCDDP staff are also set to be trained as the program's manuals and guidelines are being finalized.
3. **Digital transformation of business processes.** Maximizing digital technology was helpful in adapting to the new normal. The increased access to digital payments has expedited the provision of emergency subsidy to Pantawid households as the pandemic remains. The electronic Family Development Session (FDS) was also launched to help the Pantawid households in complying with the education and health conditions. The SLP, on the other hand, has been exploring ways to expand the market of microenterprise owners through the ProdukTodo e-commerce platform.

## B. Hindering Factors

1. **Continued threat and restrictions due to the COVID-19.** While the community quarantine in place across localities was eased by the government, the threat of contracting the disease remained. Challenges were encountered in the completion of the SWDI assessment. The SLP operations were affected as well because of the limitations in the conduct of community assembly and exposure of field staff and disbursing officers to COVID-19.
2. **Bottlenecks in financial management.** The operations of KC-NCDDP was deferred to the third quarter of 2021 due to delays in the processing of loan proceeds. For SLP, special projects were affected by the pending approval of additional funds from the Office of the President
3. **Limited staff and outdated IT equipment to complement heavy caseload.** The SLP has remained to have backlogs in accomplishments for the fund sources from the previous General Appropriations Act (GAA). The overwhelming caseload, limited workforce, and outdated IT equipment contribute to the setbacks in handling referrals, encoding of served participants, and conducting monitoring activities. More so, the problem in staff complement worsens as existing staff transfer to other offices in anticipation of termination from the service due to the impending devolution of the SLP in 2022.

## III. Recommendations

1. **Maximization of the results of the SWDI assessment.** With the completion of 2019-2020 SWDI assessment, the relevant data for each component should be shared to partner agencies so that proper interventions, programs, and services can be provided to the poor to help them further improve their level of well-being.
2. **Monitoring and evaluation of gains from digitization efforts.** With the launching of electronic systems such as electronic FDS of Pantawid and ProdukTodo of SLP, corresponding monitoring and evaluation initiatives should ensue to assess the effectiveness and efficiency of these platforms in achieving their intended outcomes.
3. **Pursue process improvement through the Beneficiary FIRST.** As a way to adapt to the new normal and embrace digitalization, digital transformation should be pursued through the Beneficiary Fast, Innovative, and Responsive Service Transformation (FIRST) Project to revolutionize the way of providing social welfare and development programs and improve the experience of beneficiaries.
4. **Strengthen further collaboration with partners.** The Department should continue working closely with its partner agencies and intermediaries to ensure that program funds are available in a timely manner and program challenges are posed with workable solutions.
5. **Preparation for the devolution of programs to LGUs.** With the issuance of Executive Order No. 138, series of 2021, the services under the SLP and KC-NCDDP will be devolved to the LGUs. As such, the program management offices should finalize and operationalize their respective transition plans. The LGUs should be well-capacitated to ensure that the gains from previous program implementation will be sustained.

6. **Continuous convergence among the core programs.** 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. Given that an array of interventions constitute the proven approach for the graduation from poverty, operationalization of internal and external convergence strategies should be pursued. Though some social welfare programs will be devolved to LGUs in 2022, the inherent convergence should not cease. Furthermore, more national and local level engagements should be fostered for further project complementation.

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

This outcome refers to the results of the Department's protective programs and services provided to vulnerable and disadvantaged sectors in residential and non-residential facilities and community-based settings. This is to guarantee that the vulnerable individuals and groups, namely, the children, youth, women, persons with disability, senior citizens, solo parents and indigenous peoples are able to benefit from the programs and services provided by the government, especially by the DSWD. This outcome is also directed towards the fulfillment of the country's commitment to the various international instruments/treaties for the protection of the rights of the victims of violence, the marginalized and the disadvantaged or those excluded from the mainstream society.

### **Protective Social Welfare Program**

Protective Social Welfare Program is the cluster of interventions that contribute to the attainment of Organizational Outcome 2. Interventions under this program include the following:

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

The **Supplementary Feeding Sub-Program** aims to improve and maintain the nutritional status of the targeted children beneficiaries through the implementation of Supplementary Feeding Program (SFP) and the Bangsamoro Umpungan sa Nutrisyon (BangUN) Project. The SFP is the provision of food in addition to the regular meals to currently enrolled children in the Child Development Centers (CDCs) and Supervised Neighborhood Play (SNPs) ages 2–5 years old as part of the DSWD's contribution to the Early Childhood Care and Development (ECCD) program of the government. The food supplementation is in the form of hot meals

which are served during break time in the morning session or during break/snack time in the afternoon session. These are being provided to the children beneficiaries five (5) days a week for 120 days. The project, BangUn, aims to contribute in saving the lives of 0-12 years old children from getting sick or dying as a result of extreme poverty and ongoing armed conflict in ARMM. BangUn Project implements a holistic approach in addressing malnutrition among children in ARMM through Nutrition Direct Services, Nutrition Education and Advocacy and Building Resilient Communities.

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

Further, through Republic Act 10868 or “An Act Honoring and Granting Additional Benefits and Privileges to Filipino Centenarians, and for Other Purposes” also known as the “**Centenarian Act of 2016**”, all Filipinos who have reached one hundred years old and above, whether residing in the Philippines or abroad will be given with Centenarian gift amounting to ₱100,000.00 and Letter of Felicitation by the National Government.

**The Protective Programs to Individuals and Families in Especially Difficult Circumstances 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 under the sub-program are the following:

The **Assistance to Individuals in Crisis Situation (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.

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.

The **Minors Travelling Abroad (MTA)** is in compliance with DSWD’s mandate to provide special protection to children from all forms of abuse, exploitation, trafficking, and/or sale or any other practice prejudicial to their development. The DSWD is responsible for the issuance of travel clearance certificate to a minor traveling abroad unaccompanied by any of the parent or those persons having parental authority and legal custody over the child.



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

**Recovery, Reintegration Program of Trafficked Persons (RRTP)** is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons by utilizing a multi-sectoral approach that delivers a complete package of services that will enhance the psychosocial, social, and economic needs of the clients. Among the package of services being provided to trafficking victims are 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 Trafficking in Persons (TIP) victims but to their families as well.

## **I. Findings**

### **Residential and Non-Residential Care Sub-Program**

#### **A. Output-Level Indicators**

**Target number of clients in CY 2020 is more likely to be achieved.** As shown in Table 10 and 11, more than half of the CY 2021 target number of clients were already served in the residential and non-residential care facilities. Despite the challenges faced and adjustments implemented to adapt to the new normal operations, only two (Nayong Kabataan and Jose Fabella Center) out of all the residential and non-residential care facilities have low likelihood to achieve the 2021 target number of clients served.

The Jose Fabella Center (JFC) which exhibited the lowest likelihood in achieving its 2021 target, reported that referral of clients from LGUs and other partner agencies were lessened due to the COVID-19 pandemic. Strict health protocols were also implemented in the centers to prevent transmission of the COVID-19 and other sicknesses. Negative test result for COVID-19 is required before admission of residents in the centers.



**Table 10. 1<sup>st</sup> Semester Progress against CY 2021 Targets on the Number of Clients Served in Residential Centers**

Facility	Accomplishments	Targets	Progress <sup>11</sup>	Likelihood of Achieving CY 2021 Targets <sup>12</sup>
RSCC	473	869	54%	Medium
RRCY	920	1,445	64%	Medium
NTSB	218	427	51%	Medium
MYC	36	38	95%	High
Haven for Children	95	184	52%	Medium
Lingap Center	33	73	45%	Medium
Home for Girls	563	900	63%	Medium
Nayon ng Kabataan	110	364	30%	Low
Haven for Women and Girls	160	429	37%	Medium
Haven for Women	577	1,183	49%	Medium
Marillac Hills	170	341	50%	Medium
Elsie Gaches Village	632	668	95%	High
AMOR Village	116	129	90%	High
Sanctuary Center	226	262	86%	High
Jose Fabella Center	544	2,427	22%	Low
HE/A/GRACES	510	839	61%	Medium
<b>TOTAL</b>	<b>5,383</b>	<b>10,578</b>	<b>51%</b>	<b>Medium</b>

**Table 11. 1<sup>st</sup> Semester Progress against CY 2021 Targets on the Number of Clients Served in Non-Residential Centers**

Facility	Accomplishments	Targets	Progress	Likelihood of Achieving CY 2021 Targets
RSW	80	110	73%	High
NVRC	181	270	67%	High
AVRC	236	499	47%	Medium
Center for the Handicapped	58	85	68%	High
INA Healing Center	158	193	82%	High
<b>TOTAL</b>	<b>713</b>	<b>1,157</b>	<b>62%</b>	<b>Medium</b>

**The Average Length of Stay (ALOS) of clients in residential care facilities shortened to a little over 2 years or 765 days, compared to the 2020 ALOS of 10 years and 6 months or 3,840 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 the Jose Fabella Center, with 41 days while maximum ALOS was recorded at Elsie Gaches Village, with 2,126 days.

<sup>11</sup> Progress = (1st Semester CY 2021 Accomplishment/CY 2020 Target)\*100%. Since no targets were set for 1<sup>st</sup> Semester CY 2020, progress against CY 2020 targets were calculated instead.

<sup>12</sup> Low, Medium, or High

The lengthened stay of clients in the facilities was mainly caused by the restrictions caused by the COVID-19 pandemic. Among the reasons of prolonged stay mentioned in the FO reports are: deferred case hearings; deferred reintegration of residents because of quarantine protocols in effect in their hometowns; delayed delivery of intervention in order to observe the health protocols; and difficulty in locating supportive and capable family members/relatives of abandoned/neglected residents with intellectual or mental disabilities.

**Table 12. Targets versus Actual Average Length of Stay of Clients, 1<sup>st</sup> Semester 2021**

Facility	Target	Actual
RSCC	457	475
RRCY	565	437
NTSB	565	656
MYC	565	624
Haven for Children	648	None reported
Lingap Center	316	1129
Home for Girls	371	377
Nayon ng Kabataan	211	436
Haven for Women and Girls	220	236
Haven for Women	136	195
Marillac Hills	995	707
Elsie Gaches Village	2,126	2936
AMOR Village	928	2023
Sanctuary Center	395	907
Jose Fabella Center	41	5
Home for the Elderly/Aged/GRACES	311	336

**All of the DSWD Residential Care Facilities have sufficient number of social workers and house parents.** As shown in the following table, 100% of the facilities' client-social worker ratio and client-house parent ratio are within the acceptable standards.

**Table 13. 1st Semester Targets versus Accomplishments on the Client to Staff Ratio**

Category	Accomplishments	Targets	Variance	Assessment
Client-Social Worker Ratio	100%	No target set	-	Inconclusive
Client-House Parent Ratio	100%	No target set	-	Inconclusive

## B. Outcome-level Indicators

**Majority of the facilities are on track and likely to achieve its CY 2021 targets on percentage of rehabilitated clients.** DSWD-FO CAR enumerated the following factors which affect the residents' length of stay in the center: (1) waiting time for court order issuances before a resident could go on trial reintegration or could be discharged from the services of the center; (2) resident's need for in-depth psychosocial interventions; (3) family's readiness/level of support for the resident's reintegration; (4) active/collaborative participation of the referring local social welfare and development;

(5) offices and other community stakeholders/partners especially in complying with documents needed to support the center rehabilitation team's recommendation to courts for the trial reintegration to family and community of a resident; and (6) level of resident's participation in realizing the goals of his/her rehabilitation plan.

Some rehabilitation activities are still not allowed because of the pandemic. This contributed to low rehabilitation rates in four residential centers and one non-residential center. In Sanctuary Center, which has the lowest likelihood of achieving its target, they focused instead in medication provision, positive reinforcement for personal care or self-care, and social skills improvement. In JFC, they had difficulty in improving the level of social functioning of clients especially those that suffer from relapse that bring about unpredictable and erratic behavior despite the regular intake of psychiatric medicine.

**Table 14. 1st Semester Progress of Residential Centers vs. CY 2021 Targets on Rehabilitation Rates**

Facility	Accomplishments	Targets	Progress	Likelihood of Achieving CY 2021 Targets
RSCC	27%	40%	67%	High
RRCY	26%	50%	52%	Medium
NTSB	9%	50%	17%	Medium
MYC	16%	50%	32%	Low
Haven for Children	16%	40%	39%	Medium
Lingap Center	19%	40%	48%	Medium
Home for Girls	24%	50%	49%	Medium
Nayon ng Kabataan	7%	40%	18%	Low
Haven for Women and Girls	17%	40%	42%	Medium
Haven for Women	18%	40%	46%	Medium
Marillac Hills	18%	40%	44%	Medium
Elsie Gaches Village	3%	5%	54%	Medium
AMOR Village	3%	5%	62%	Medium
Sanctuary Center	3%	30%	9%	Low
Jose Fabella Center	7%	45%	15%	Low
HE/A/GRACES	22%	30%	73%	High

**Table 15. 1st Semester Progress of Non-Residential Centers vs. CY 2021 Targets on Rehabilitation Rates**

Facility	Accomplishments	Targets	Progress	Likelihood of Achieving CY 2021 Targets
RSW	3%	10%	30%	Low
NVRC	20%	10%	200%	Target exceeded
AVRC	4%	10%	40%	Medium
Center for the Handicapped	19%	10%	190%	Target exceeded
INA Healing Center	16%	10%	160%	Target exceeded

As of June 2021, a total amount of PhP952,651,464.78 was utilized for the operation of residential care facilities and centers/non-residential care facilities or 46.24% of the PhP2,060,153,000.00 2021 allotment for Maintenance and Other Operating Expenses, Personnel Services and Capital Outlays.

### Supplementary Feeding Sub-Program

### Supplementary Feeding Program

#### A. Output-Level Indicators

For the 10th cycle of the SFP implementation, the program has served **1,734,113 children from the CDCs and 52,634 children under the SNPs** with a total of **1,786,747 or 94.94%, out of the 1,881,979 target beneficiaries** with an unserved of 95,232 or 5.06% in the 1,303 Local Government Units (LGUs) nationwide. A total of **924 or 70.91% of the LGUs** have completed the 120 days feeding program while the 379 or 29.09% are in an ongoing implementation.

On the other hand, the 11th cycle of the SFP is yet to commence in July 2021, thus, the program has no reported accomplishment for the 1st semester of CY 2021.

**Table 16. Accomplishments vs. Targets on the Number of Children in CDCs and SNPs Provided with SFP for the 10th and 11th Cycle Implementation**

Indicators	Accomplishments	Targets	Variance	Assessment
Number of children in CDCs and SNPs provided with supplementary feeding (10th Cycle Implementation)	1,786,747 (94.94%)	1,881,979 (100.00%)	95,232 (-5.06%)	Minor Deviation
Number of children in CDCs and SNPs provided with supplementary feeding (11th Cycle Implementation)	0 (0.00%)	1,937,378 (100.00%)	1,937,378 (-100.00%)	Implementation will commence in July 2021 (Major Deviation)

As to the Milk Feeding, out of the 48,784 target beneficiaries, the program has served a total of **52,013 or 106.62% of the beneficiaries from the 15 regions nationwide**, in which the **6 or 46.15% of the regions have completed the implementation** while the other 9 regions or 69.23% are in an ongoing implementation which will be facilitated simultaneously with the feeding of hot meals.

## B. Outcome-Level Indicators

The SFP was able to fully achieve the target improvement in the nutritional status of the beneficiaries corresponding to **88.34% improvement of the Underweight to Normal** and **90.34% of the Severely Underweight to Underweight** as of the end of June 2021.

**Table 17. Accomplishments vs. Targets on the Percentage of Malnourished Children in CDCs and SNPs with Improved Nutritional Status**

Indicators	Accomplishments	Targets	Variance	Assessment
Underweight to Normal	88.34%	80.00%	+8.34%	Target exceeded (Major Deviation)
Severely Underweight to Underweight	90.34%	20.00%	+70.34%	Target exceeded (Major Deviation)

### Bangsamoro Umpungan sa Nutrisyon (BangUN) Project

The figures reported in Table 18 below only reflect the accomplishments of the feeding program for the 0-12 years old children and pregnant and lactating women (PLW) beneficiaries of 2020. The feeding program for 2020 beneficiaries started in the third week until the end of June 2021. There were less number of PLW beneficiaries than targeted even after saturation. Because of this, three provinces added children beneficiaries instead to compensate for the deficit in the number of PLW served. This resulted to positive variance or excess of 1,794 children served from the 15,000 target.

**Table 18. Targets versus Accomplishments on Numbers of Beneficiaries Served**

Indicators	Accomplishments	Targets	Variance	Assessment
Number of 0-12 years old children served in 2020	16,794	15,000	12%	Minor deviation
Number of Pregnant and Lactating Women (PLW) served in 2020	5,206	7,000	-26%	Minor deviation

Further, according to the Severe Acute Malnourished (SAM) and Moderate Acute Malnourished (MAM) Progress Report, **20% of severely underweight and underweight children 0-144 months old in Basilan, Sulu and Tawi-Tawi have improved status in 2020.**

Meanwhile, the concerned FOs began their advanced procurement in December 2020 for the 2021 targets and have almost finished the social preparation including the identification and base-lining of the beneficiaries. Thus, FO X has been able to start their feeding program in June 2021 while FOs IX and XII are expected to commence in late July 2021.

For the 2021 Current Appropriations, as of June 30, 2021, only 8% has been disbursed. The unpaid obligations are due to subsidies (viands) that remain unpaid because the 2021 implementation/actual feeding has yet to commence. Payment of obligations will start upon completion of scheduled deliveries. Other unpaid obligations were from cost of services and travelling expenses which are still on payment process.

## Social Welfare for Senior Citizens Sub-Program

### Social Pension for Indigent Senior Citizens (SPISC)

#### A. Output-Level Indicators

For the 1st semester of CY 2021, out of the **3,835,066** target indigent senior citizens, **2,635,656 or 68.73%** have received their social pension stipend with a total of **1,199,410 or 31.27%** who are yet to be served within the year.

**Table 19. Targets versus Accomplishments on the Number Senior Citizens Who Received Social Pension within the Semester, 2020**

Indicator	Accomplishments	Targets	Variance	Assessment
Number of senior citizens who received social pension	2,635,656 (68.73%)	3,835,066 (100.00%)	1,199,410 (31.27%)	Minor deviation

#### B. Outcome-Level Indicators

A total of **2,528,901 or 95.95%** of the beneficiaries who received social pension has used their stipend to augment their daily living subsistence i.e. food and medical needs.

**Table 20. Accomplishments vs. Targets on the Number of Beneficiaries using Social Pension to Augment Daily Living Subsistence and Medical Needs**

Indicators	Accomplishments	Targets	Variance	Assessment
Number of beneficiaries using Social Pension to augment daily living subsistence and medical needs	2,528,901 (95.95%) of the served	2,635,656 (100.00%) of the served	106,755 (-4.05%) of the served	Minor Deviation

## Implementation of Centenarians Act of 2016

A total of **924** beneficiaries were provided with the cash grants of **Php100,000.00**. Validation of the centenarians was mostly concluded in CY 2020, thus **70.05%** of the centenarians were provided with the cash gifts.

**Table 21. Accomplishments vs. Targets on the Number of Centenarians Provided with Cash**

Indicator	Accomplishments	Targets	Variance	Assessment
Number of centenarians provided with cash gift	924 (70.05%)	1,319 (100%)	395 (-29.95%)	Minor Deviation

## Protective Programs for Individuals, Families and Communities in Need or in Crisis Sub-Program

### Assistance to Individuals in Crisis Situations

**Number of beneficiaries served through AICS exceeded its semestral target.** For the first semester of CY 2021, the Department was able to serve 1,178,611 beneficiaries through AICS or 165% of the semestral target of 712,340. Field Offices CAR, I, II, III, CaLaBaRZon, MiMaRoPa, VII, VIII, IX, X, XII, Caraga, and Central Office were able to exceed its semestral target.

**Table 22. Accomplishments vs. Targets on Number of Beneficiaries Served, 1st Semester CY 2021**

Indicator	Accomplishment	Target	Variance	Assessment
Number of beneficiaries served through AICS	1,178,611	712,340	65.46%	Major Deviation

**Psychosocial assistance was the most provided type of assistance.** Out of 1,881,083 total number of assistance provided through AICS, psychosocial assistance was the most provided with 701,743 or 37.31%. It was followed by other cash assistance with 473,450 or 25.17%, and food assistance with 316,826 or 16.84%. The least provided type of assistance were transportation assistance with 25,075 or 1.33%, non-food assistance with 4,408 or 0.23%, and referral with 170 or 0.1%.

**Table 23. Number of Services Provided by Type of Assistance, 1st Semester CY 2021**

Types of Assistance	1st Quarter, CY 2021	2nd Quarter, CY 2021	Total Served, 1st Semester CY 2021
Medical Assistance	28,826	151,684	180,510
Burial Assistance	86,085	35,102	121,187
Educational Assistance	584	57,130	57,714
Transportation Assistance	24,128	947	25,075
Food Assistance	135,860	180,966	316,826
Non-Food Assistance	1,523	2,885	4,408
Other Cash Assistance	205,683	267,767	473,450
Psychosocial	311,034	390,709	701,743
Referral	101	69	170
<b>Total</b>	<b>793,824</b>	<b>1,087,259</b>	<b>1,881,083</b>

**Number of assistance provided was higher in 2021 than in 2019 and 2020.** The ongoing pandemic has caused adverse effects on a significant number of Filipinos. Due to economic crisis, more Filipinos lost their jobs and source of income. As the number of COVID-19 infections increase, more Filipinos were in need of medical assistance. Hence, more clients depended on government assistance to sustain their daily needs. Therefore, there is an upward trend in the number of assistance provided through AICS during the 1<sup>st</sup> semester of 2019 until 2021.



**Disbursement rate was recorded at 33.35%.** In terms of financial accomplishment, a total of Php 9,696,877,911.40 or 33.35% of Php 29,077,105,193.16 total budget allocation was obligated as of June 2021.

### Alternative Family Care Program

**Semestral target for children issued with CDCLAA was not met.** For the first half of the year, the Department, thru the Adoption Resource and Referral Division (ARRD) of the Program Management Bureau (PMB), was able to issue CDCLAA to 270 children or 85% of the semestral target of 319 children. The non-achievement of the target could be attributed to the prevailing community quarantines in some areas causing mobility restrictions to secure pertinent documents for CDCLAA. Also, Field Offices had difficulty obtaining documents from LGUs due to shift in focus on the implementation of the Social Amelioration Program.

**Target number of placement of children in foster care was not reached.** 96 or 84% of the semestral target of 114 children are placed in foster care. Out of 96 children placed in foster care, 58 or 60% are females and 38 or 40% are males. Field Offices XI, MiMaRoPa, III, X, II, and Caraga were able to exceed its target. On the other hand, Field Offices NCR, CAR, IX, and XII were not able to meet half of its semestral target. To bridge this gap, there is a need to intensify the provision of technical assistance to residential care facilities to assess children under their care if they are eligible for foster care placement.

**A high number of foster children are provided with subsidies.** The Department also provides subsidies to foster families who are placed with foster children to augment in their foster child's daily needs. As of June 2021, 692 foster children or 94% of the semestral target of 737 foster children are provided with monthly foster child subsidies. Field Offices II, CAR, VI, X, VIII, Caraga, III, and IX were able to exceed its semestral target. The increase in the number of subsidized foster children is a result of re-assessment of children if they are eligible to receive subsidies especially in the context of pandemic.

**Children endorsed for inter-country adoption exceeded semestral target.** The Department was able to clear and endorse 131 children for inter-country adoption or 149% of the semestral target of 88 children. The high accomplishment can be attributed to the profile of children being cleared for inter-country adoption such as children with special needs, sibling group, older children, and relative adoption cases.

**Table 24. Accomplishments vs. Targets per Category of Beneficiaries Served, 1st Semester CY 2021**

Category	Accomplishments	Targets	Variance	Assessment
Number of children placed out for domestic adoption, issued with CDCLAA	270	319	-15.36%	Minor Deviation
Number of children placed under foster care	692	737	-6.10%	Minor Deviation

provided with subsidy				
Number of children placed out for foster care	96	114	-15.79%	Minor Deviation
Number of children endorsed for inter-country adoption	131	88	48.86%	Major Deviation

**Fund utilization was recorded at 27.76%.** A total of Php 75,670,412.46 or 37.82% of Php 200,071,621.00 total budget allocation was obligated as of June 2021. Further, Php 55,535,216.85 or 73.39% of the total obligated amount had been disbursed. Hence, the total budget utilization for the 1st semester of CY 2021 was recorded at 27.76%.

### Minors Travelling Abroad

A total of **3,085** applications were received for the period of January to June 2021. Of this, **2,470 or 80.06%** were approved.

**Table 25. Accomplishments vs. Targets on the Number of minors travelling abroad issued with travel clearance**

Indicator	Accomplishments	Targets	Variance	Assessment
Number of minors travelling abroad issued with travel clearance	2,470 80.06%	3,085 (100.00%)	615 (-19.94%)	Minor Deviation

### Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program

#### Distressed Overseas Filipinos

Of the total 11,139 OFs served, **Victims Survivor of Human Induced/Natural Disaster** specifically the pandemic are still the highest with **5,865 or 53%** followed by the Victims Survivor of Unfair Labor Practice/Mistreatment with 1,753 or 16%. These are the OFWs that are untimely terminated by their employer due to pandemic crisis. Third is the Other OFs Served Needing DSWD Services with 1,685 or 15%. These three categories comprised the 84% of the total client served from January to June 2021.

**Table 26. Number of Distressed and/or Undocumented Filipinos Served by Clientele Category as of 1<sup>st</sup> Semester CY 2021**

Clientele Category	Male	Female	Total
Trafficking in Person (TIP)	6	194	200
Victims of Illegal Recruitment	2	39	41
Victims of Abuse/Maltreatment	5	162	167
Victims of Unfair Labor Practice/Mistreatment	400	1,353	1,753
Victims of Natural and Human Induced Disaster	2,728	3,173	5,865
Clients with Domestic/Family Problems	105	227	332

Clients with Medical/Health Problems	69	332	401
Accused/Suspected/With Criminal Charges/Sentenced	61	180	241
Clients with Documentation-Related Problems	165	271	436
Children in Need of Special Protection	10	8	18
Other Overseas Filipinos Needing DSWD Services	724	961	1,685
<b>Total</b>	<b>4,275</b>	<b>6,864</b>	<b>11,139</b>

One to two types of DSWD services were provided to the **11,139 clients**, resulting to **20,842 services** provided. The top three services were provision of basic needs/AICS, psychosocial services, and visits.

### Recovery, Reintegration Program of Trafficked Persons (RRTP)

For the first semester of CY 2021, a total of 1,274 or 127% trafficked persons were provided with social welfare services. The accomplishment is already 63.7% of the CY 2021 targets. The FO NCR has accounted with the highest number of TIP cases corresponding to 415 or 34% of the total number of cases followed by FO IX with 297 or 24% due to the return of the 232 Indigenous Peoples (IPs) to Zamboanga, which were intercepted in Manila Port.

**Table 27. Accomplishments vs. Targets on the Number of Trafficked Persons Provided with Social Welfare Services**

Indicator	Accomplishments	Targets	Variance	Assessment
Number of trafficked persons provided with social welfare services	1,274 (127.00%)	1,000 (100.00%)	+27.00%	Target exceeded (Major Deviation)

Of the total cases served, the top 3 causes are intercepted or deferred from boarding with 655 or 54% where most of the victims are female, followed by sexual exploitation with 208 or 17% and forced labor with 154 or 13%. A total of 664 services/assistance were provided to the victim-survivors of trafficking served by the Field Offices namely, livelihood assistance, financial assistance for employment, transportation assistance, auxiliary services, temporary shelter, medical assistance, educational assistance, and psychosocial counselling.

## II. Influencing Factors

### A. Facilitating Factors

1. Constant coordination and collaboration between the Program Management Bureau (PMB) with the Field Offices (FOs) on various concerns (i.e. transfer of funds for SFP, request for additional funds, staff augmentation especially on deployment of Special Disbursing Officers)
2. Established procedures and systems and ease of providing technical assistance through online platforms that allows real time TA to FOs.
3. Validation and updating of database of centenarians, both at the regional and CO level.

4. Established units within FOs and the presence of Social Welfare and Development (SWAD) social workers that facilitates the assessment of travel clearance application in far flung areas, hence reducing the travel time of applicants particularly those that reside far from the DSWD Field Offices.
5. Collaborative efforts of the Inter-Agency Council Against Trafficking (IACAT) and recent rescue operation of IPs who are possible victims of human trafficking that accounted to high number of recorded TIP cases.

## **B. Hindering Factors**

1. Multiple failed biddings that limits the identification of able suppliers to provide the goods required by the program.
2. Implementation of different quarantine restrictions in the implementing LGUs that caused delays in program implementation.
3. Lack of SDOs and/or limited cash bonds.
4. Transfer of Funds to Local Government Units (TOF) is not allowed as mode of distribution of Social Pension stipend.
5. Inadequate administrative cost in the implementation of the program.
6. The closing of border (both local and international), imposition of community quarantine and closure of some establishments i.e. spa and hotels affected the movement of people and it lessened the reported trafficking victims and number of clients served in the facility.

## **III. Recommendations**

1. Continuously provide technical assistance and updates to the FOs and LGUs for a smooth implementation of the program.
2. Conduct online capacity building sessions to ensure that the skills of field staff are updated and upgraded despite the restrictions caused by the COVID-19 pandemic.
3. Strengthen partnerships and collaboration with partner agencies, LGUs and other non-government organizations (especially on conduct of COVID-19 testing for CRCF staff and residents from infection, identification of TIP incidence and conduct of rescue operation, and continuous monitoring and assessment of the identified victim-survivors in coordination).
4. Fast track the finalization of the Operations Manual of the SFP for common reference in the implementation of the program.
5. Fast tracking the approval of the MOA for the Transfer of Funds of concerned FOs.
6. Fast track the immediate hiring of 12 Social Pension personnel vacant positions.
7. Constant and proper coordination with the National Commission of Senior Citizens (NCSC) and PMB in relation to decision making.
8. Coordinate with the Land Bank of the Philippines for the full implementation of grant distribution through cash cards.
9. Continuous updating of the database of centenarians and on-time submission of necessary documents to facilitate on-time distribution of centenarian's gift.
10. Ensure provision of social welfare services to program beneficiaries and other members of the vulnerable sectors

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

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

### Disaster Response and Management Program

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

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

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

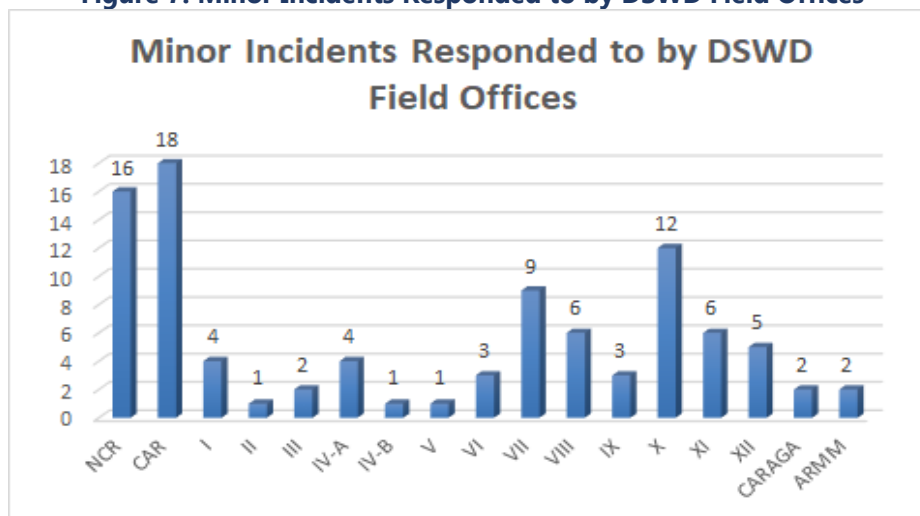
## I. Findings

### A. Output-level Indicators

**The Department was non-stop in serving disaster-stricken households and individuals despite contending with a pandemic that has yet to reach its conclusion even a year since it started.** The intermittent easing of and reverting to stricter quarantine measures did not stop the DSWD in providing of food and non-food items (FNI) and Cash-for-Work (CFW) to **132,157 internally displaced households (IDHs)** during the major disasters in the first semester.

Meanwhile, the Department also managed to respond to 95 minor calamities (confined in only one region/location), mostly in Regions CAR (18 incidents), NCR (16 incidents), and X (12 incidents).

**Figure 7. Minor Incidents Responded to by DSWD Field Offices**



**As the nation eased into the “new normal”, slightly lesser requests for augmentation were received this time compared to when the quarantine first started last year.** There were **972 LGUs** provided with relief augmentation (including those for COVID-19 response). This is somewhat lower than the 1,047 LGUs augmented in the first semester of CY 2020, at the height of the lockdown.

**Training of Quick Response Team members for deployment is somewhat below target, but should pick up in the next semester.** Eight hundred twenty-two (**822 QRT members**) were trained in the first half of 2021. This is 5.08% below the initially planned 866 QRT members, as some Field Offices did not include this in their semestral targets due to realigned budgets (FO NCR and X). Other offices had to work around the required face-to-face demonstrations due to the intermittent lockdowns (FO II). Nonetheless, it is a welcome improvement from last year’s first semester accomplishments (463 QRTs; +77% increase).

Field Office VI led in training the most number of QRT members (312 QRTs), followed by the Central Office (152 QRTs) and Field Office XI (115 QRTs).

**Provision of Cash-for-Work (CFW) for Climate Change Adaptation and Mitigation (CCAM) was almost 100%.** The Risk Resiliency Program for Climate Change Adaptation and Mitigation (RRP-CCAM) accomplishment rate last semester for CY 2020 and CY 2021 funded activities were at **99.51% and 100%** respectively. The minor and almost negligible variance was mainly caused by the localized lockdowns in some areas (FO III) which inflicted delays in the payout of financial assistance and implementation of projects. In Field Office X, five (5) more LGUs were still completing their documentary requirements and sixty-three (63) beneficiaries were unable to claim their cash assistance. Other than these, the implementation of the RRP-CCAM appears to run smoothly.

Field Office X (66,444 HHs) recorded the most number of CFW household beneficiaries, CY 2020 and 2021 combined. Field Offices VI (45,172 HHs) and X (35,866 HHs) trailed behind closely.

**The Department is lauded for providing disaster response and early recovery services to thousands of households, but these achievements must be interpreted with caution.** 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). Seeing as the Department has been responding to disasters for the past decade, yearly targets (i.e. yearly average of HHs served) should be identifiable.

**Table 28. Targets vs. Accomplishments on Output Indicators along Organizational Outcome No. 3**

Indicator	Accomplishments	Targets	Variance	Assessment
Number of trained DSWD QRT members ready for deployment on disaster response	822	866	-5.08%	Minor Deviation (Slightly Below Target)
Percentage of requests from Field Offices for Replenishment of standby funds acted upon	100% (42 Requests)	100% (42 Requests)	0%	On Target
Number of poor families that received cash-for-work for CCAM	218,422	218,641 <sup>13</sup>	-0.10%	Minor Deviation (Slightly Below Target)
Number of LGUs provided with augmentation on disaster response services	972	972 <sup>13</sup>	0%	On Target
Number of Internally Displaced Households provided with disaster response services	132,157	132,157 <sup>13</sup>	0%	On Target
Number of Internally Displaced Households provided with early recovery services	19,096	19,096 <sup>13</sup>	0%	On Target

## B. Outcome-level Indicators

**All internally displaced households (IDHs) served by the DSWD were assisted to early recovery, yet, there is still room to reach more families.** All 146,329 households (100%) reached by the Department have been assisted to early recovery stage. Though commendable, especially in a pandemic, the Department can still aim to expand its targets as only a fraction of the total number of affected families are reached by its services.

<sup>13</sup> Target is the same as the accomplishments (i.e., "as need arises") due to the augmentative function of the Department



**Table 29. Targets vs. Accomplishments on Outcome Indicators along Organizational Outcome No. 3**

Indicator	Accomplishments	Targets	Variance	Assessment
Percentage of disaster-affected households assisted to early recovery stage	100% (All 146,329 HHs served)	100%	0	On Target

**Table 30. No. of HHs Served vs. Total Affected for Major Disasters**

Major Disasters (1st Semester 2021)	No. of HHs Served by the DSWD	Total Affected <sup>14</sup>	% Served
Severe Tropical Storm Auring (Regions V, VIII, X, XI, CARAGA)	36,417	73,395	49.62
Tropical Storm Bising (Regions II, V, VIII, CARAGA)	13,668	107,762	12.68
Tropical Storm Dante (Regions IV-A, VII, VIII, XII, CARAGA)	6,649	32,809	20.27
<b>TOTAL</b>	<b>56,734</b>	<b>213,966</b>	<b>26.52%</b>

## II. Influencing Factors

### A. Facilitating Factors

1. Strengthened capacity building through utilizing virtual learning platforms/materials that are responsive to the needs brought by the pandemic.
2. Close coordination and established partnerships among DSWD offices/units and with other stakeholders (e.g. LGUs, NGAs, private organizations)
3. Continuous improvement of templates, systems, and mechanisms relative to the coordination, validation and monitoring of all disaster-related efforts. This also includes the preparation and dissemination of disaster risk reduction and management (DRRM) reports.
4. Adaptiveness and dedication of the DRMB/DRMD staff which enabled the Bureau/Section to maintain close to normal operations despite the intermittent quarantine levels.
5. Some Field Offices (IV-B) hired additional personnel to carry out specific tasks and delegate some workload:
  - a. Information Officer – handles media-related activities, including advisories and production of IEC materials on the Disaster Management Protocols and other advocacies
  - b. Project Development Officer (Report Writer) – supports in the real time DROMIC, COVID-19, and HPMES report generation

<sup>14</sup> NDRRMC Sitrep No. 13 re: Preparedness Measures and Effects of Severe Tropical Storm "AURING"; NDRRMC Sitrep No. 16 re: Preparedness Measures and Effects of Tropical Storm "BISING" (I.N. SURIGAE); NDRRMC Sitrep No. 12 re: Preparedness Measures and Effects of Intertropical Convergence Zone (ITCZ) and Tropical Storm "DANTE" (I.N. CHOI-WAN)

- c. Financial Management Professional – not only limited to facilitating financial transactions but also analyzes and strategically allocates the funds directed to its proper recipients for a cost-efficient and effective program implementation
- 6. Enhanced indicators/reporting templates relative to the provision of early recovery services as indicated in the SULONG Recovery Plan 2021-2022.
- 7. DRMB/DRMD's adeptness in shifting priorities following the development/enhancement of policies and manuals based on new directives.

## **B. Hindering Factors**

- 1. Platforms being used either have expirations or limited subscriptions; Unavailability of premium/licensed software; Internet connectivity issues in the Field Offices and LGUs; Limitations in the technical proficiency of staff in terms of accessing the virtual trainings; and Some are using outdated devices/gadgets
- 2. Delays in the finalization/ implementation of services caused by:
  - a. Some LGUs do not have an identified focal assigned to assist in the immediate release and distribution of goods
  - b. Slow rate of submission of signed Relief Distribution Sheet (RDS) from LGUs with augmented FFPs and Non-Food Items (FNI)
  - c. Lack of information of the Barangay Officials on identifying accurate classification of damaged houses
  - d. Inaccurate and unvalidated list of affected families/ households submitted by the LGUs (e.g., there are lost/ unidentified names submitted)
  - e. Late/Non-submission of the list of affected families/households
  - f. Delays in the approval/signing of MOAs
- 3. Inconsistent and late submission of data by the LGUs
- 4. Lack of monitoring and assessment of FOs' LGU Augmentation and Distribution
- 5. Lack of proper assessment on staffing requirement vs workload in the Central and Field Offices
- 6. Misaligned TORs for certain Salary Grades (DRMB)
- 7. Lack of monitoring mechanism to properly assess and guide the FOs in identifying necessary early recovery interventions
- 8. Declaration of localized lockdowns in various regions/cities/municipalities caused delays in the implementation of CCAM projects and cash payouts

## **III. Recommendations**

- 1. Revisit DRM indicators and set actual and measurable baseline targets still stands. Seeing as the Department has been responding to disasters for the past decade, yearly targets (i.e. average of HHs served) should be identifiable despite the outputs being on an "as need arises" basis due to our augmentative function.
- 2. Ensure systems, technologies and ICT infrastructure supporting key activities for disaster response are in place, as the Department eases into the "new normal":
  - a. Coordinate with ICTMS regarding improving the internet connectivity of the Field Offices, especially during trainings/workshops/meetings.

- b. Consider conducting capacity building activities via flexible asynchronous courses to allow for flexibility and help the learner maximize the time as he/she follows his/her own pacing
  - c. Explore procurement of and subscription to other video-teleconferencing apps (e.g. Zoom, Microsoft Teams, Skype for Business, etc.) and other licensed software (e.g. STATA, MS Visio, geo-processing/GIS software etc.)
- 3. Continue the improvement of database and DROMIC reporting systems:
  - a. Close monitoring of Social Welfare and Development Teams (SWADTs) with slow submission rates of reports, data and other required documents
  - b. Provide technical assistance as needed to the LGUs that need to be capacitated in the accurate reporting of damaged houses
  - c. Enjoin the LGUs to create a group/task force in charge of the validation of damaged houses to ensure submission of “cleaned” data
  - d. Provide guidance to the FOs on the utilization of the enhanced DROMIC Reporting, as well as the FNI LGU Augmentation and Distribution Monitoring template
- 4. Management to act upon human resource concerns of various levels:
  - a. Approve the request of Field Offices for additional staff and/or create plantilla positions that will be responsive to the increasing demands/scope of work. Central Office counterparts (DRMB/NRLMB) to facilitate FOs’ requests to hire specific positions (e.g. PDOs, SWOs, IOs, Engineers, etc.)
  - b. Review the Terms of Reference and Qualification Standards vis-à-vis the Salary Grades of the current positions
  - c. Reassess the organizational structure, particularly the staffing requirements per section/division vis-à-vis workload

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

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

Under the Organizational Outcome 4 which embodies its regulatory functions, the DSWD ensures that Social Welfare and Development Agencies (SWDAs), Social Welfare Agencies (SWAs) and service providers are implementing effective programs and services, specifically by the registration and licensing of SWD agencies and accreditation (RLA) of SWD programs, services and service providers.

### Social Welfare and Development Agencies Regulatory Program

The DSWD SWDAs Regulatory Program 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 functions are **standards development**, which sets standards for the registration, grant of license to operate and accreditation of SWDAs and service providers offering SWD programs and services, with the aim of ensuring the quality of services; **standards compliance** 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; **accreditation of CSOs**; and **standards monitoring** that includes regular monitoring visits and technical assistance were provided to accredited SWDAs to ensure their compliance to standards set.

To ensure the proper and timely implementation of the Department's Regulatory Program, the Memorandum Circular No. 17, series of 2018 ("Revised Guidelines Governing the Registration and Licensing of Social Welfare and Development Agencies and Accreditation of SWD Programs and Services), was also issued. With an improved and more up-to-date process, facilitating and issuing RLAs have been more efficient.

## I. Findings

### A. Output Level Indicators

**The shift to virtual assessments aided in exceeding most of the Department's targets along registration, licensing and accreditation of SWAs and SWDAs (both private and auxiliary).** The challenges brought by the pandemic continued onto the first semester of 2021, yet, it did not hinder the Department from performing its regulatory functions. It appears that both the Central and Field Offices have adapted to the use of virtual means in facilitating and assessing SWAs, SWDAs and service providers for registration and licensing.

This move towards digitalization caused a rise in the number of registered and licensed SWAs and SWDAs, enough to surpass their yearly target for CY 2021 (**1<sup>st</sup> Semester:** 349 SWAs and SWDAs; **Annual CY 2021:** 303 SWAs and SWDAs). There is also a significant improvement in the accomplishments from that of last year (**1<sup>st</sup> Semester CY 2020:** 109 SWAs and SWDAs), when the pandemic and community quarantines started. Registering variances of significant proportions, (**Registered Private SWDAs:** +203%; **Licensed Private SWAs and Auxiliary SWDAs:** +79.51%), it can be inferred that this semester's performance has been outstanding so far.

Apart from the dedication of Standards Bureau/Section staff and the cooperation of SWAs/SWDAs to be registered and licensed, migration to online platforms (i.e. conduct of assessments via Google Meet, online submission of documentary requirements) also helped forge a faster and more efficient provision of technical assistance. Applications were also fervently monitored and followed-up.

Aside from the Central Office with 63 Registered SWDAs and 36 Licensed SWAs and Auxiliary SWDAs, Field Offices NCR (26 Registered SWDAs, 26 Licensed SWAs and Auxiliary SWDAs), III (16 Registered SWDAs, 13 Licensed SWAs and Auxiliary SWDAs) and IV-I (14 Registered SWDAs, 14 Licensed SWAs and Auxiliary SWDAs) are the top performers for this particular output indicator.

**Table 31. Targets vs. Accomplishments on Output Indicators along Organizational Outcome #4**

Indicator	Accomplishments	Targets	Variance	Assessment
1. Number of SWAs and SWDAs registered, licensed and accredited				
a. Registered and Licensed SWAs	200	66	+203%	Major Deviation (Target Exceeded)
b. Registered Auxiliary SWDAs	149	83	+79.51%	Major Deviation (Target Exceeded)
c. Accredited SWAs and Centers	92	58	+58.62%	Major Deviation (Target Exceeded)

c.1. NGOs	54	42	+28.57%	Minor Deviation (Target Slightly Exceeded)
c.2. DSWD Centers	12	4	+200%	Major Deviation (Target Exceeded)
c.3. LGU-run Centers	14	4	+250%	Major Deviation (Target Exceeded)
c.4. Senior Citizen Centers	12	8	+50%	Major Deviation (Target Exceeded)
2. Number of CSOs accredited				
a. Implementing Partner CSOs	0	ANA	-	No Progress
b. Beneficiary Partner CSOs (Accreditation by DSWD FOs)	138	31	+345.16%	Major Deviation (Target Exceeded)
3. Number of service providers accredited				
a. SWMCCs (Accreditation by SB)	190	12	+1483.33%	Major Deviation (Target Exceeded)
b. PMCs (Accreditation by DSWD FOs)	301	139	+116.55%	Major Deviation (Target Exceeded)
c. CDWs (Accreditation by DSWD FOs)	1264	1550	-18.45%	Minor Deviation (Slightly Below Target)
4. Percentage of SWDAs with RLA certificates issued within 30 working days upon receipt of compliant application	100%	100%	0	On Target
5. Percentage of detected violations/complaints acted upon within 7 working days	100%	100%	0	On Target

**Unlike the previous year (1<sup>st</sup> Semester CY 2020), semestral targets for the accreditation of SWAs and Centers have been met, this time exceptionally (registering a +58.62% variance).** A total of 92 SWAs and Centers were accredited last semester, which outdid the semestral target of 58. In fact, the Department has already achieved 61.33% of the goal for this year (150 SWAs and Centers). Most of the accredited were Private SWDAs/NGOs (54 NGOs; +28.57% variance), followed by LGU-run Centers (14 Centers; +250% variance), then the DSWD Center-Based and Residential Care Facilities (12; +200% variance) and Senior Citizen Centers (12; +50% variance). Seemingly, the assimilation of the Standards Bureau/Section to

digital means of accrediting is also a major contributing factor to these improvements.

**Also exhibiting an improved performance is the accreditation of Beneficiary Partner CSOs.** Last year, accomplishments in terms of accreditation of Beneficiary Partner CSOs were less than the desired outcome (at -44% variance). However, during the first semester of 2021, the Department accredited 345.16% of its intended semestral targets (31 CSOs). The DSWD is in fact, 59.74% done with its annual target of 231 CSOs.

Note however, that these changes could be attributed to the significant adjustments since last year (**1<sup>st</sup> Semester 2020 vs. 2021:** 250 vs. 31 CSOs, **Annual 2020 vs. 2021:** 904 vs. 231 CSOs).

Field Office XI recorded the most number of accredited Beneficiary Partner CSOs (73 CSOs). Lagging far behind are Field Offices NCR (17 CSOs), CARAGA (17 CSOs), and IX (13 CSOs).

**The target number of service providers for accreditation throughout CY 2021 was already exceeded after the first semester.** An astounding +1,483.33% variance was recorded for the accreditation of Social Workers Managing Court Cases (SWMCCs) for the first semester, while accreditation for Pre-Marriage Counselors were 116.55% above the target. Top performers for PMC accreditation during the first semester were Field Offices VI (52 PMCs), VII (44 PMCs), and XI (38 PMCs). Constant follow-ups and provision of technical assistance, readiness, and cooperation of the service providers, conduct of pre-assessment process, and strong partnerships with other agencies such as the DILG and POPCOM, were credited for these high success rates.

**On the other hand, accreditation for Child Development Workers (ECCD Services) affected the overall accomplishment rate for Service Providers.** The Department appeared to struggle in accrediting Child Development Workers for ECCD Services (CDWs) as it was 18.45% below its intended numbers for last semester. One reason is the late issuance of policy directives from the ECCD Council regarding the accreditation of CDWs (only disseminated last June 25, 2021). Meanwhile, other Field Offices adjusted their Office Performance Contracts to focus on the provision of technical assistance relative to the most recent policy directives.

**Timeliness also improved compared to last year.** All (100%) SWDAs have been issued RLA certificates within 30 working days upon receipt of compliant application. This is a welcome improvement from last year's first semester (54.71%) and annual (73%) performance. Aside from the easing of quarantine restrictions (albeit erratic and varying across time and location), the issuance of advisories institutionalizing "new normal" processes (i.e., online accreditation assessment, acceptance of digital documentary requirements, videos of monitoring visits, etc.).



## B. Outcome Level Indicators

**The percentages of monitored SWAs and SWDAs with sustained compliance to SWD standards have already surpassed yearly targets, but the Department can still aim higher.** While performance on the outcome indicators is a success as per target, the DSWD can still set the bar higher in ensuring and encouraging its partner SWAs, SWDAs and service providers to maintain their compliance to the set SWD standards – which is the essence of the Department’s mandate. Moreover, accomplishments are only approximates/estimates, due to incomplete reporting of some Field Offices.

Field Offices IV-A (51), XII (34), VI (27), along with the Central Office (21), monitored the most number of compliant SWAs and SWDAs for the first semester.

**Reporting of accomplishments along the outcome indicators must be improved.** To be able to accurately gauge the overall performance of the Department, uniform reporting of the outcome indicators must be ensured. Sans the total universe of registered, licensed and accredited SWAs, SWDAs and service providers that are monitored by the Central and Field Offices, the true outcome/impact of the Department’s efforts towards RLA will be inconclusive.

**Table 32. Targets vs. Accomplishments on Outcome Indicators  
Along Organizational Outcome #4**

Outcome Indicator	Accomplishments	Targets	Variance	Assessment
Percentage of SWAs, SWDAs and service providers with sustained compliance to social welfare and development standards				
a. Registered and Licensed Private SWAs	28.15% <sup>15</sup>	2.52%	+25.63% <sup>15</sup>	Major Deviation (Target Exceeded)
b. Accredited SWDAs	6.9% <sup>15</sup>	5.13%	+1.77% <sup>15</sup>	Minor Deviation (Target Slightly Exceeded)

## II. Influencing Factors

### A. Facilitating Factors

1. Institutionalization of the use of alternative platforms (i.e. online/virtual) for various crucial activities in the implementation of regulatory functions, through official advisories from the Secretary (see Advisory on Compliance to Regulatory Standards of SWDAs, SWMCCs and CSOs signed December 2, 2020, updated July 1, 2021). Some processes were changed to adapt to the “new normal”, and a year into the pandemic, the Standards Bureau/Sections have acclimatized themselves to the new normal practices:

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<sup>15</sup> Figures are only approximates/estimates due to incomplete reporting. Based on the submitted HPMS Form 4 of the Standards Bureau and the Field Offices.

- a. Conducting a combination of virtual/ pre-recorded video assessments and physical visits to the SWDAs and LGUs
  - b. Online processing of RLAs
  - c. Digital submissions of documentary requirements
  - d. Virtual meetings/trainings
  - e. Submission of Annex 30 – Undertaking during State of Calamity/Emergency in lieu of some requirements that cannot be secured due to the localized lockdowns
- 2. Dedication and flexibility of SB/SS staff to adjust to the continued challenges brought by the pandemic and ensure delivery of regulatory services.
  - 3. Constant and relentless follow-ups and provision of technical assistance to SWAs/SWDAs and service providers.
  - 4. Flexibility of the Standards Bureau to adjust targets on CDW/ECCD accreditation.
  - 5. Continued conduct of advocacy activities on the regulatory services of the Department (e.g., radio guesting, attendance to orientations and meetings, partnering with the Capacity Building Section in TARA meetings).

## **B. Hindering Factors**

- 1. Due to the work-from-home set up of other government agencies, SWDAs are experiencing difficulties with securing a certification on “no derogatory record”, and their General Information Sheet (GIS) among others. Securing the Safety certificates which are mandatory and non-negotiable requirements for the licensing process had also become difficult as verbalized by most of our SWDA applicants, thus complying with the requirements will need ample time on their part.
- 2. Overlapping activities in the department by which some of the major roles of the staffs are overtaken by other urgent concerns and tasks (e.g. SAP, Social Pension).
- 3. Difficulty of SWAs and SWDAs to comply with some requirements that are beyond the Department’s control:
  - a. Financial constraints / insufficient operational funds
  - b. Lack of needed manpower (e.g., many small NGOs operate on voluntary capacity and cannot comply with the requirement of having at least one full time staff)
- 4. Late advise on the Day Care Centers (DCC)/CDW accreditation guidelines and assessment tool to the Field Offices. The Standards Bureau and ECCD Council Secretariat are still working on addressing the issues and concerns on the new guidelines and assessment tool (as of their meeting last June 16).
- 5. The unpredictable fluctuations of COVID-19 cases in cities/ municipalities made it difficult for the DSWD accreditors to schedule and conduct actual assessment of CDWs.

### **III. Recommendations**

1. Hasten the finalization and dissemination of the new guidelines and assessment tool for Early Childhood Care and Development (ECCD) service providers, in order for the Field Offices to proceed with the scheduled trainings of the deputized accreditors.
2. Central Office to consider funding some important regulatory activities in the Field Offices such as the mobilization of the ABSNET and capacity building of Regional ABSNET Officers. More Learning and Development Interventions, particularly on the advocacy for regulatory programs are welcomed as well.
3. Ensure prompt response / adaptability to sudden changes (e.g. speedy adjustments of guidelines; timely provision of directives to Field Offices), since conditions have yet to “normalize”.
4. Heed the manpower-related requests of some Field Offices to help distribute the workload among Standards Section staff:
  - a. CARAGA – re-inclusion of the PDO I (COS) worker
  - b. FO III – upgrading of SWO I and PDO I to SWO II and PDO II respectively and converting these positions from COS to contractual
5. Urgently implement pro-active strategies to strengthen the promotion of regulatory functions of DSWD among LGUs, SWDAs/SWAs and Service Providers. It could be through ardent follow ups / sending of notification letters to encourage SWAs/SWDAs to apply for renewal, or passing a law or policy that provides more incentives to LGUs, SWDAs/SWAs and Service Providers.

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

### **Social Welfare and Development Technical Assistance and Resource Augmentation Program**

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

#### **I. Findings**

**The New Normal has open Opportunities to Maximize the Technology for Delivery of Programs, Projects and Activities.** The Covid-19 pandemic has placed a great toll on the delivery of technical assistance to LGUs, specifically, with LSWDOs. In fact, a greater deal of effort is required during this pandemic than it used to be. However, this situation has open opportunities to maximize the technology for online mode of delivery of programs, projects and activities. Many of the program, activities and projects (PAPs) have to be delivered and some to be converted to online/virtual platforms such as training and other learning interventions. This was proven to cover a wider reach of target participants/recipients of TA interventions but has its own downside as well.

Despite the current challenges confronting the programs and its workforce, it was able to deliver several accomplishments.

With the calibration of plans to adjust to the COVID-19 response, requirements and issuance of deferment of some activities and strategic contribution with the issuance of the Department issued Administrative Order No. 3 also known as DSWD COVID-19 Response and Recovery Plan for 2020-2022, a TARA Validation and Consultation Workshop was held on February 1-2, 2021. The workshop provided a venue for clarification on TARA Program indicators and criteria for targeting, thus, the Field Offices (FOs) were able to submit their respective TARA Recalibrated Plans for 2021-2022, as a transition year before the full devolution takes place. To prepare all National Government Agencies including the DSWD, it has developed its Devolution Transition Plans (DTP). Thus, on 26-28 April 2021, all FOs, Directors and Managers of devolved programs and services with some ExeCom Officials were convened for a TARA Planning Workshop to develop the Capacity Development Agenda for LGUs. SWIDB was able to lead in developing three (3) important transition plans: 1. Capacity Development Strategy

for LGUs (Annex E), 2. Capacity Development Strategy for DSWD (Annex D) and the 3. Proposed Organizational Structure of LGUs (Annex C2). These three Annexes were submitted to the DSWD TWG on Devolution for consolidation and for review and endorsement to DBM.

#### **A. Output-level Indicators**

**Provision of technical assistance and resource augmentation to LSWDO exceeded the semestral target.** The DSWD Field Offices continue to provide technical assistance and resource augmentation to LGUs in implementing social welfare and development programs despite the challenges brought about by the pandemic situation. Of the 869 LSWDOs targeted for TA, an average of 952 LGUs were provided TA for the semester. This has yielded a +9.55% variance of the total accomplishment. The conversion and utilization of online/digital platforms of different TA activities such as training, coaching session, assessment workshop was made accessible and generated a wider reach of participants although there were challenges encountered, such as unstable internet connection and limited internet capacity.

Majority or 76% (659 LSWDOs) of the target LGUs were provided with TA through an online/digital platform. The other 24% were served through face to face (F2F) mode of delivery. The FOs managed to conduct online activities as each office learned to master these platforms and applications available for the Department, particularly the Google Workspace. Other FOs maximized their Zoom subscription.

**Resource augmentation exceeded the semestral target with 116.86% accomplishment.** High resource augmentation can be referred to the disaster response operations.

In terms of financial indicator, 31.65% or Php 38,381,307 was obligated out of Php 121,256,259 total budget allocation. On the other hand, 55.62% or Php 21,349,026 of the obligated was disbursed. The total budget utilization for the 1<sup>st</sup> semester was recorded at 17.61%.

The reasons presented from the FO reports included the following:

1. The conversion of F2F activities into online/digital mode of delivery which were easier to organize but with low fund utilization since meals/ board and lodging of participants were not required;
2. Some activities were deferred due to granular lockdowns in some areas, travel and border restrictions;
3. Some activities were cancelled and rescheduled due to COVID 19 infection of some workers both in the Field Offices and LGUs; and
4. Slow process of procurement which necessitates adjustment of timeline in the implementation of programs, projects and activities.

**Table 33. Targets vs. Accomplishments on Outcome Indicators along Organizational Outcome #5**

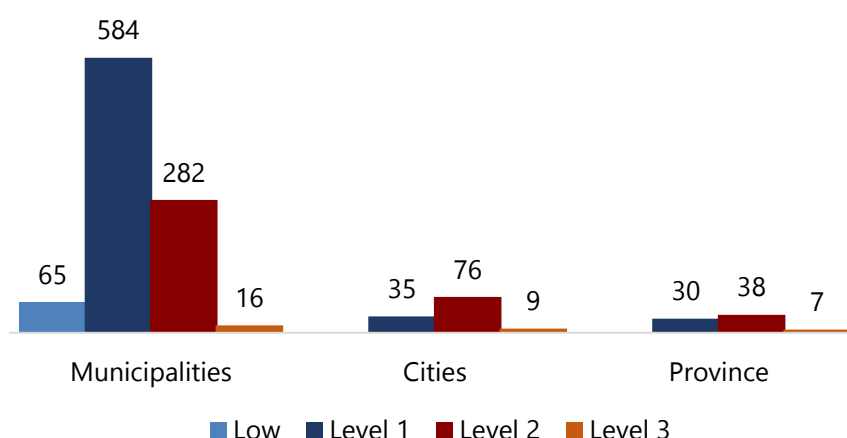
Indicators	Accomplishment	Target	Variance	Assessment
Number of LGUs assessed in terms of their functionality level along delivery of social protection	180	283	-36.40	Minor Deviation
Percentage of LGUs provided with technical assistance	Average: 952	869	9.55%	Minor Deviation
Percentage of LGUs provided with resource augmentation	Average: 566	261	116.86%	Major Deviation

## B. Outcome-level Indicators

**Majority of LSWDO are in level 1 of service delivery.** For the 1<sup>st</sup> semester 2021, 180 or 63.60% of the 283 target LGUs were able to get the baseline information. The Department were able to obtained 1,142 LGUs (or 67% of 1715 total LGUs nationwide) with baseline information on their level of service delivery.

Majority (58.83% or 649) of the LSWDOs that were assessed achieved Level 1, which is the minimum expected Service Delivery Capacity level. Around 34.67% or 396 LSWDOs are at Level 2 and 2.80% or 32 at Level 3. Meanwhile 65 or 5.69% did not meet the minimum expected capacity level.

**Figure 8. Level of Service Delivery per LGU Type**



## Strategic Contribution Implementation

SWIDB as the overseer of the TARA program has set its commitment in preparation for the full devolution in 2022 with the following activities:

1. Conduct of the Series of Consultation Workshops to prepare the DSWD Devolution Transition Plans (done)

- a. Consultation with FO Counterparts for the Capacity Development Agenda for LGUs
  - b. Consultation Workshops with DSWD OBS for the Capacity Development Agenda for DSWD
  - c. Consultation Workshop for the Organizational Structure and Staffing Complement of LGUs
  - d. Conducted Benchmarking on Incentives/Awards Mechanisms with other agencies for LGUs.
2. An Evaluation Study on Mainstreaming Social Protection and Social Welfare which is adaptive, and shock responsive in the Local Development Planning process of the LGUs. This project is in partnership with ADB (on-going).
3. Conduct of a Knowledge Audit which will be one of the bases in setting the TARA/Capacity Development Agenda for DSWD and LGUs. The audit will help establish knowledge assets and the gaps in knowledge flow (on-going).
4. Development of a Learning Management System. This is envisioned to be the platform for E-Courses that have been developed for LGUs and will be developed in response to the devolution requirements (on-going).
5. Updating of the Service Delivery Capacity and Competency Assessment Tool. This project shall capture context and the indicators related to the full devolution to make the tool more relevant to the current situation. The updated tool is expected to be pilot tested this year to be ready for use in 2022 (on-going).
6. Development of E-Learning Materials for Devolved Program. The program for the Recovery and Rehabilitation of Trafficked Persons (RRPTP) was selected as the pilot program for e-learning course material development (on-going).
7. In preparation with the full devolution, an inventory and review of the different manual of operations of programs is ongoing. This includes Supplementary Feeding Program, Auxiliary Services for PWDs, Assistance to Individuals in Crisis Situations (AICS), Sustainable Livelihood Program (SLP), and Comprehensive Program for Children at Risk on the Streets and RRPTP.

## **II. Assessment/Conclusion**

Based on the presented data, majority of the output indicators expected from OO5 commitments are accomplished for CY 2021. This proves that regardless of the current situations, the Department is committed to deliver its functions as Technical Assistance provider to LGUs and stakeholders.

The current pandemic situation of the country makes the Department be more responsive to combat future crises. To ensure responsive and efficient delivery of social welfare program and services the SWIDB prioritized the conduct of retooling sessions using online platforms in order to effectively perform its mandate and functions in the current situation.

The pandemic situation has paved the way for the Department to transition from face to face transactions to online/digital platforms. This will be maximized for greater reach of learning intervention participants. The utilization of online/digital platforms requires upgrading of equipment to carry out the tasks as technical assistance provider.




Likewise, while delivering what is expected of the Department, the health and safety of its workforce shall also be a primary consideration.

### III. Recommendations

The issuance of the Executive Order No. 138 series of 2021 or the Full Devolution of Certain Functions of the Executive Branch to Local Government will change the financial landscape and delivery of social services of the LGUs and National Government. To ensure responsive and efficient technical assistance to LGUs and stakeholders on social welfare and development concerns it is very important to take the necessary actions:

1. **Identify and Clarify the Functions and Services to be devolved to the LGUs.** The DSWD is on the stage of crafting its own Devolution Transition Plans. Programs and services to be devolved were already identified based on the RA No. 7160 and other relevant laws. However, upon checking some of these programs are lacking of operations manual that is very critical in clearly defining the functions and services of the DSWD and LGUs. The concerned OBS (i.e. PMB, SWIDB and SWIDB) need to come up clear operations manual that will guide the DSWD and LGUs in implementing and monitoring these programs and services.
2. **Standards delivery of devolved services.** Continue the effort of the Department in completion of baseline information of LGUs that will serve as basis in the development of technical assistance of the concerned DSWD OBS and FOs. The effort in updating of the Service Delivery Capacity and Competency Assessment Tool that will capture the context and the indicators related to the full devolution and the new normal context will help the Department to come up TA plan that are more responsive and efficient.
3. **Strategy for the Capacity Development of the LGUs.** One important component of the Local Development Plan is the Capacity Development of the LGUs. The SWIDB, PDPB, PMB, STB and SB can work together to ensure the capacity development design/modules for LGUs on the aspect of planning, program delivery, case management, standards and accreditation and monitoring and evaluation. The capacity development modules can be also harmonized to the effort of DILG-Local Government Academy (LGA) as responsible in overseeing the provision of capacity development interventions for LGUs.
4. **Come up a Framework for monitoring and performance assessment of LGUs.** Currently, the DILG recommended the use of Local Development Indicator System (LDIS) and Rationalized Planning Indicator and Data Set (RaPIDS) these are the core indicators that can be used in development and updating the LGU ecological profile that serve as basis in developing their Comprehensive Development Plan.
5. **The PDPB and other pertinent OBS need to come up with a clear results framework to be monitor the LGUs.** There is a need to come up with clear indicators on social welfare and social protection to be included in the LDIS or RaPIDS that will help the LSWDOs in formulating their Social Protection Development Report and used in developing their Social Development Plan, an important chunk of the LGU CDP.
6. **Organizational effectiveness to the LGUs in assuming “steering functions” as part of the devolution efforts.** The Standard Bureau need to update the measurement tools that are using in the standard and accreditation of SWDAs. DSWD may need to



upgrade its capacity to help the LGUs to become ISO-certified and help them streamline the processes and procedures.

**Other Key Recommendations based from the Field Offices' Reports:**

1. SWIDB and concerned CO-OBS shall continue to provide guidance to TARA Focal regarding the Full Devolution;
2. Review the mechanisms on the drafting of Memorandum of Agreement with the LGUs in the conduct of TA;
3. Continue the conduct of consultation with the Field Offices on TARA;
4. Issue guidelines on rewards and incentives to the LSWDOs who achieved Level 3 of Service Delivery;
5. Skills Enhancement for TARA Focal Persons specifically on Lobbying and Advocacy;
6. Expedite the approval of the recommended organizational structure of LGUs/LSWDOs; and
7. Provide additional staff to the TARA program.

## 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 social 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)** which 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)** which is responsible for the formulation and enhancement of social welfare and development models of intervention addressing the current and emerging needs/issues of the poor, vulnerable, marginalized, and disadvantaged individuals.

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

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

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

**Social Marketing Service (SMS)** which 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)** which 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 (RGMO)** which is mainly responsible in harmonizing, streamlining, creating, and facilitating the resource generation and management efforts of the Department, anchored on the attainment of the Department's thrust and priorities, plans, and strategies.

## I. Findings

### Policy and Plan Development

Based on the table below, **most of the indicators along policy and plans development have major deviations for this semester, which is somehow acceptable and still can be considered within the timeline given that most variances are less than half or 50%.** However, for the indicator on *Number of SWD legislative or executive issuances prepared for executive/ legislative approval*, the Bureau may have to put forth strategies to ensure the achievement of targets by the end of the year, considering that there might be a need for other SWD issuances with the implementation of the Mandanas ruling and where social welfare service is a key stakeholder. While the major deviation on the *Number of Position Papers prepared* may be attributed to the decrease in proposed legislations for the poor, women, children, youth, senior citizens, indigenous peoples, persons with disabilities, and other vulnerable sectors for this reporting period.

**Table 34. Targets vs. Accomplishments on Performance Indicators along Policy and Plans Development**

Performance Indicator	Accomplishment	Target	Variance	Assessment
Number of SWD legislative or executive issuances prepared for executive/legislative approval	2	6	-66.7%	Major Deviation
Number of agency policies approved and disseminated	16	30	-46.7%	Major Deviation
Number of agency plans formulated and disseminated				
a. Medium-term Plans	-	-	-	-
b. Annual Plans	7	9	-22.2%	Minor Deviation
Number of researches completed	3	5	-40.0%	Major Deviation
Number of positions paper prepared	29	120	-75.8%	Major Deviation

This year, in the light of the implementation of the Mandanas Ruling and with the approval of the Executive Order No. 138, s 2021 or the Full Devolution of Certain Functions of the Executive Branch to Local Governments, Creation of A Committee on Devolution, and for Other Purposes, **the Policy and Plans Group focused its efforts along social welfare and development issuances on the development and processing of the *Guidelines on the Full Devolution of Social Welfare Service*, which aims to provide clear guidance to the Department, LGUs, and affected implementers in the process of full devolution of social welfare services.** The Department also conducted its Visioning Workshop this semester, which was participated by central office and field office representatives, and where the *draft Vision, Mission, and Functions of the Department* was produced and are now for the finalization and approval of the DSWD Execom.

**For this semester, the Department has approved and disseminated *six (6) Memorandum Circulars* and *ten (10) Administrative Orders* through the agency's policy development process.** These policies are being monitored by the PDPB in line with its role as Mancom Secretariat, likewise inputs and comments on the draft policies were also provided by the Bureau. Included in these policies is the *Adoption of the DSWD Policy Agenda 2020-2025* which guides the Department in operationalizing its mandate and mission in line with the formulation of policies that will address the needs and emerging issues of various vulnerable and marginalized sectors.

The PDPB was also able to review, consolidate, formulate, update and disseminate annual plans including *DSWD sectoral plans* which aim to rationalize sector-related efforts by translating the objectives of its related laws and policies into concrete programs of action, as well as *Annual Work and Financial Plans* which aims to identify the priority areas of the agency and monitor the status of the proposed activities, projects and programs.

**In terms of research and evaluation studies, three in-house studies are currently being conducted by the PDPB, and two studies in partnership with the Department has been conducted and completed for this semester.** The PDPB has also reviewed and facilitated a total of 44 research related requests from external researchers. Out of this, seventeen (17) requests underwent the research protocol. Most of the research related requests did not undertake the research protocol as it only covered interviews of OBS representatives.

**Furthermore, the DLLO submitted 29 position papers to concerned Committees in the House of Representatives, Senate of the Philippines, and the Presidential Legislative Liaison Office for this semester.** The different concerned OBS were engaged to provide comments and inputs on the proposed bills affecting the social welfare and development sectors. The DLLO has also continuously led in liaison, networking, and monitoring of Priority Legislation and DSWD-led SWD legislations, with their attendance to 40 public hearings, briefings, and Technical Working Group (TWG) meetings this semester and facilitation of nine (9) requests for data/information of Committees and Legislators particularly on data on 4Ps, migrant workers, SFP, and conduct of electronic payouts.

**The usual issues and challenges to the accomplishment of all deliverables persist, particularly on the intervening tasks due to voluminous meeting and input requests**

from other agencies and DSWD Offices, as well as the volume of administrative tasks for the committees or technical working groups that the PDPB provides secretariat support. Urgent requests that need to be accommodated also contributes to the challenges of the said Bureau. Moreover, the DLLO is undermanned, needing additional administrative and technical staff (MOA/COS) to do their enormous tasks.

**Overall, the Policy and Plans group was able to deliver its planned deliverables for the 1st Semester of CY 2021 despite the current quarantine protocols and alternative work arrangements of the Department.** Online platforms to deliver timely and responsive output were maximized. Provision of technical support to a considerable number of the policy-making bodies served as an opportunity to align initiatives, create collaboration, and harmonize efforts for better delivery of services to its customer and stakeholders.

**The Policy and Plans should therefore continue to coordinate, facilitate, and collaborate virtually and physically within the divisions and offices of DSWD, as well as with other partner NGAs, development partners and NGOs in order to respond to the needs of the DSWD mandate that is social protection for the poorest, vulnerable and disadvantaged sectors of the country.** The Policy and Plans shall further strengthen and intensify its efforts by strengthening teamwork, harnessing individual strengths and further developing resilience amidst the challenging work situation in the new normal setting.

## Social Technology Development

**The target number of social technologies formulated this year was fully achieved despite the modifications in the commitments and deliverables brought by the pandemic.** In contrast, the target for the enhancement of SWD programs and services, was not achieved since most of the accomplishments of the Bureau focused on enhancement and development of policies, manuals, and materials, along the key deliverables in the DSWD Response and Recovery Plan (RRP) and Performance Governance System (PGS).

**Table 35. Targets vs. Accomplishments on Performance Indicators along Social Technology Development**

Performance Indicators	Accomplishment	Target	Variance	Assessment
<b>Output Indicators</b>				
Number of social technologies formulated	1	1	0.0%	Target Achieved
Number of SWD programs and services enhanced	0	2	-100.0%	Major Deviation
Number of intermediaries adopting completed social technologies	No data	149	-	Inconclusive
<b>Outcome Indicators</b>				
Percentage of intermediaries adopting completed social technologies	65.17%	75%	-13.1%	Minor Deviation

**The minor deviation in the percentage of intermediaries adopting completed social technologies can be attributed to the continuous support of the intermediaries on the**

**social technologies of the Department.** Of the 89 targeted intermediaries, 58 have already institutionalized the completed technologies and the others are still waiting for the final decision of council members and corresponding issuance of resolutions. However, there was still no data available on the number of intermediaries replicating completed social technologies since the Bureau is still focusing their efforts on reaching out and providing orientation to pilot intermediaries on the completed social technologies through different social marketing means.

**The accomplishments of the Social Technology Bureau were facilitated by the responsiveness and commitment of the Bureau staff, and the continuous leadership and guidance of the Bureau and Cluster level management.** The Bureau was able to quickly adapt to the alternative working arrangement and utilize available platforms for collaboration to deliver targets. The training on digitalization and use of online systems and platforms greatly helped the Bureau in achieving its targets, despite the current limitations brought about by the COVID-19 pandemic. However, the Bureau experienced some confusion on the request of reports and documents from different offices and TWGs especially if minimal technical assistance and orientation were provided to them.

### Internal Audit

**The IAS has exceeded the target accomplishments for both Percentage of audit recommendations complied by Field Offices and Percentage of integrity management measures implemented by Field Offices.** The high accomplishment exhibits that Field Offices continuously comply and implement the audit recommendations and integrity management measures that were identified and committed. This is despite the rescheduling of activities brought by the community quarantine implementation at the regional level. Aside from this, the FOs have continuously reported modifications of their existing internal controls, specifically, in the areas of Financial Management and Program Implementation.

**Table 36. Targets vs. Accomplishments on Performance Indicators along Internal Audit**

Performance Indicator	Accomplishment	Target	Variance	Assessment
Percentage of audit recommendations complied by Central Office	<i>No Audit Reports for CO-OBS</i>	65%	-	Inconclusive
Percentage of audit recommendations complied by Field Offices	100%	85%	17.6	Minor Deviation
Percentage of integrity management measures implemented by Central Office	<i>No final measures yet to be implemented for CO-OBS</i>	80%	-	Inconclusive
Percentage of integrity management measures implemented by Field Offices	100%	82%	22%	Minor Deviation

Further, like in the previous reporting periods, **there were no reported audit recommendations for Central Office-OBS, thus the non-availability of the data on accomplishments.** Also, the accomplishments for Central Office implementation of integrity



management measures are still not available given that the CO-OBS are still at the assessment phase, which involves the development and submission of IMP templates 1-3A, and the compliance, as part of the monitoring and evaluation phase, has not been reached.

**The over accomplishment of the IAS can be attributed to its continuous and rigorous conduct of monitoring and follow up on auditees' compliance to audit recommendations, as well as the active implementation of the IMC program wherein a commendation from the Program Management Committee composed of the Office of the Presidents and Office of Ombudsman was provided to DSWD.** The proper prioritization and updating of Annual Operations Plan and the adoption of remote auditing also helped them achieve their targets. IAS also ensures that their staff are provided with at least one learning and development intervention for their continuous professional development every semester. They also share with their FO counterpart, the Management and Audit Analysts (MAA), their 2021 Institutional Development and Capacity Building (IDCB) Plan.

Nonetheless, **IAS had low budget utilization** caused by the modifications in the method of conduct of the pipelined audits and training, which minimizes and eliminates the travel and board and lodging expenses. Rescheduling of activities and changes in reporting timelines due to community quarantine protocols at the field level also somehow hindered their operations.

Overall, the success of the IAS was brought by the management support, strong coordination of the teams/divisions, as well as the commitment and dedication of the IAS staff and its partner stakeholders.

### National Household Targeting System for Poverty Reduction

**Despite the various challenges encountered since 2020, the Data Collection and Analysis Phase of Listahanan 3 was completed in the first semester of 2021.** The total number of households assessed, accounting for 92% of the target number of households, had minor deviation. Additional households will be assessed during the Validation and Finalization Phase. The number of LGUs with functional verification teams had minor deviations from their targets as well. Whereas, the number of Memorandum of Agreement (MOA) on data sharing with intermediaries has no accomplishment yet, implying major deviation from the target as of the reporting period. Given that the Validation and Finalization Phase is ongoing, the Listahanan 3 database is not yet available for sharing.

**Table 37. Targets vs. Accomplishments on Performance Indicators along NHTS-PR**

Performance Indicator	Accomplishments	Targets	Variance	Assessment
<b>Output Indicators</b>				
Number of households assessed to determine poverty status	14,486,133	15,698,900	-7.73%	Minor deviation
Number of barangays with functional Barangay Verification Team (BVT)	36,997	42,045	-12.01%	Minor deviation
Number of cities/municipalities with functional Local Verification Committee (LVC)	1,529	1,634	-6.43%	Minor deviation

Performance Indicator	Accomplishments	Targets	Variance	Assessment
<b>Output Indicators</b>				
Percentage of grievances received during validation phase resolved	52.64%	ANA	-	Inconclusive
Number of requests for statistical data facilitated	110	ANA	-	Inconclusive
Number of name-matching requests granted	352	ANA	-	Inconclusive
Number of intermediaries with MOA on Data Sharing	0	33	-100.00%	Major deviation
<b>Outcome Indicator</b>				
Percentage of intermediaries utilizing Listahanan results for social welfare and development initiatives	Not reported	-	-	Inconclusive

**The frequent provision of technical assistance to regional counterparts through the series of Monitoring and Technical Assistance sessions and regular monthly meetings helped the NHTO achieved its target accomplishments.** Enhancement of existing and development of new information technology systems and applications to automate the processes of encoding, validation, deduplication, analysis through proxy means test, monitoring, among others was also necessary for the achievement of targets during this pandemic. Continuous mobilization of field staff to augment in household assessment and encoding despite the quarantine protocols was done with strict supervision and monitoring. The conduct of media tour and learning visits to promote Listahanan to various stakeholders was also done observing the quarantine protocols. The NHTO also ensured the maximization of printed and digital IEC materials, as well as various media platforms (e.g., social media and broadcast media) to disseminate updates and information about the project.

However, it is really evident that the declaration of public health emergency and implementation of granular lockdown in some areas due to the COVID-19 pandemic affected the Listahanan operations. Along with the lack of hired area supervisors, enumerators, and encoders. There were also delays in the approval of fund proposals and consequently, unavailability of funds for the continuation of the Validation and Finalization Phase, which hampered the operations of the Listahanan 3.

### Information and Communications Technology Management

The maintenance of computer network covers the interconnectivity of the DSWD Enterprise Network, or the interconnectivity of the DSWD Central Office, Remote Datacenter, National Resources Operations Centers (NROC), Social Welfare and Development Center for Asia and the Pacific (SWADCAP), DSWD Field Offices, DSWD Provincial Operations Offices (POOs) or Cluster Operations Offices (COOs), and DSWD Centers and Institutions. **As of this semester, a total of 230 sub-regional sites have already been connected to the DSWD Enterprise Network.**

**Table 38. Targets vs. Accomplishments on Performance Indicators along Information and Communications Technology Management**

Performance Indicator	Accomplishment	Target	Variance	Assessment
Number of computer networks maintained	230	230	0.0%	Target Achieved
Percentage of functional information systems deployed and maintained	100%	80%	25.0%	Minor Deviation
Percentage of users trained on ICT applications, tools and products	100%	90%	11.1%	Minor Deviation
Percentage of service support and technical assistance requests acted upon	97.73%	95%	2.9%	Minor Deviation
Number of databases maintained	235	148	58.8%	Major Deviation
Number of functional websites developed and maintained	10	ANA	-	Inconclusive
	145	88	64.8%	Major Deviation

**For the provision of ICT capability building for end-users within the Department, the target was exceeded given the accessibility of the mode of the recently conducted trainings which happened through Open Google Meet conference.** While in terms of provision of service support and technical assistance, a total of 6,070 TA requests were reported and 5,932 or 97.73% of which were resolved within the set Service Level Agreement (SLA) or timeline. Although all requests for TA have been resolved, the variance is attributed to the ones that were not resolved within the SLA/timeline, but the ICTMS has continuously strengthened its monitoring of TA resolutions within the set SLA/timeline through email notification and close supervision.

**As of this semester, the ICTMS has deployed and maintained 100% of its in-house information systems that supports the core programs and services, operations, and support services, with the excess in accomplishments attributed to the five (5) newly developed IS and six (6) enhanced IS.** Likewise, 235 databases were continuously monitored, maintained, and optimized to increase end-user productivity, better data integrations and minimized data inconsistency. And in terms of website development and maintenance, the ICTMS has created and setup 10 new subdomains, and maintained the web hosting facility of DSWD for the 145 websites of the Department and its attached agencies.

**The provision of continuous critical support services by maximizing the meaningful use of ICT in the implementation of the various programs, projects and services helped the Department provide continuous services despite the pandemic.** Relative to this, there was also increased demand from end-users of the Department which caused the growth in accomplishments and continued gain of learning and experience on the part of ICTMS.

**But despite the increasing need for ICT, the Cash-Based Budgeting on the procurement of ICT projects covering 12-month subscription and with payments that will spill-over the next budget year hampers in the service of the ICTMS.** There were also delays in the

procurement of needed ICT services, relative to the approval of the DSWD Information Systems Strategic Plan (ISSP) which affected the accomplishments of the Department along ICT management.

## Social Marketing

**All output indicators on social marketing exceeded their respective targets for 2021 with major deviation as early as the first half of the year.** The outcome indicator also exceeded its target for the year with minor deviation. The SMS and its regional counterparts heightened advocacy on various social welfare and development concerns and program updates. This is a response to the need of the public for information on the Department's programs and services in the time of pandemic. The effort was perceived to have brought the Department's programs and services closer to the public. Evidently, the results of the 2020 Knowledge, Attitude, and Practice (KAP) Survey indicate that all (100%) respondents were aware of at least two (2) DSWD programs apart from the Pantawid Pamilyang Pilipino Program (4Ps) and the Social Amelioration Program (SAP).

**Table 39. Targets vs. Accomplishments on Performance Indicators along Social Marketing**

Performance Indicator	Accomplishments	Targets	Variance	Assessment
<b>Output Indicators</b>				
Number of social marketing activities conducted				
a. Information caravans	472	128	268.75%	Target exceeded (Major deviation)
b. Press releases	854	432	97.69%	Target exceeded (Major deviation)
c. Communication campaigns	146	51	186.27%	Target exceeded (Major deviation)
Number of IEC materials developed	2,364	404	485.15%	Target exceeded (Major deviation)
<b>Outcome Indicator</b>				
Percentage of respondents aware of at least two DSWD programs except 4Ps	85% <sup>16</sup>	100%	17.65%	Target exceeded (Minor deviation)

**The intensified advocacy on program updates due to the surge in the public's demand for information that support the various programs, projects, services, and other campaigns of the Department was evidently necessary for this semester.** The SMS strategized on the maximization of digital platforms which entails little to no cost. The availability of broadcast media and social media platforms to communicate information with minimal physical interaction helped on this endeavor along with good relationship with local media partners. The Management direction to go full blast in releasing press releases coupled with fast approval of stories was also facilitating for the social marketing which was coupled by the motivation of the concerned offices to come up with success stories to spread positivity amid the pandemic. And like in all the other offices of the Department, the difficulty in

<sup>16</sup> Target for 2021 is 90% in the DSWD Strategic Plan 2018-2022

conducting face-to-face activities such as information caravans, due to travel and mass gathering restrictions hindered the operations of the SMS.

## Knowledge Management

**The target for the number of knowledge products (KPs) developed was about to be achieved as of the first semester of 2021.** While the target for the number of knowledge sharing sessions (KSS) conducted was already exceeded with minor deviation as early as the first half of the year.

**Table 40. Targets vs. Accomplishments on Performance Outcome Indicators along Knowledge Management**

Performance Indicator	Accomplishments	Targets	Variance	Assessment
Number of knowledge products on social welfare and development services developed	72	79	-8.86%	Minor deviation
Number of knowledge sharing sessions conducted	63	53	18.87%	Target exceeded (Minor deviation)

**The SWIDB was able to maximize use of online platforms in conducting KSS and other activities fostering the culture of KM which entail minimal to no cost.** Some of the major activities conducted were Knowledge Audit, Knowledge Fair, Workshop on the Development of Criteria for Social Welfare and Development Learning Network, and Facility Process Review Workshop, among others. This semester also, initiatives to develop e-learning materials for social welfare and development (SWD) programs to be devolved to local government units were initially conducted. The SWIDB also started the development of guidelines/policy papers along the establishment of learning networks, knowledge sharing collaboration mechanisms/facilities and partnership. Nonetheless, some activities were also hindered by the pending approval of DSWD Information Systems Strategic Plan (ISSP) to allow development of IT infrastructure to support KM implementation.

## Resource Generation and Management

**Of the total number of projects monitored by the RGMO for this semester, 30 are ongoing and 5 are completed projects.** The low accomplishment was caused by the challenges in the implementation of technical assistance projects due to the pandemic and the changing community quarantine protocols. However, the RGMO expects that a greater number of projects will be completed in the 2nd semester of 2021 as these are continuously being monitored. Technical and strategic meetings with stakeholders and implementing Offices are also conducted by RGMO to fast track the implementation of their projects to keep up with the planned timelines and activities.

**Table 41. Targets vs. Accomplishments on Performance Outcome Indicators along Resource Generation and Management**

Performance Indicator	Accomplishments	Targets	Variance	Assessment
Number of TAF-funded activities/projects completed	14.29%	67%	-78.7%	Major Deviation

Amount of grants accessed to support TAF-funded activities and projects	39,586,330.00	Php 50M	-20.8%	Minor Deviation
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**Moreover, the RGMO has accessed Php 39,586,330.00 grants to support the TAF-funded activities and project as of this semester.** This amount is from the DSWD-UNICEF Rolling Work Plan 2019-2021 and the 2-year UNFAO Workplan. However, the actual utilized amount may vary since the project funding and the process for accessing, including the procurement and disbursement of funds, for the current collaborative TA projects is already lodged with the development partners and the RGMO has limited access to data on the actual utilization.

**Further, there were bottlenecks experienced by the RGMO, with the delayed approval of requested positions resulting to delayed hiring of technical staff for the RGMO, and with the delayed approval process of certain documents due to the alternative work arrangement schemes adopted by the DSWD.** Likewise, various technical assistance (TA) projects under the DSWD UNICEF Rolling Work Plan 2019-2021 were deferred due to challenges in implementation brought by the new normal and changes in the priorities of the Department.

But true to its mandate, **the RGMO this semester has still facilitated the implementation of new technical assistance projects and new Corporation Agreement, as well as exploration of other collaborative partnerships.** These were established through the constant communication with development partners to maintain and establish strategic alliances. Along with this, the RGMO also proactively provides technical assistance to OBSUs in troubleshooting and project development and implementation to fast track the attainment of key outputs and accomplishments within the agreed timeline. The RGMO also continue the development of policy guidelines to establish efficient and effective accessing of resources, coordination with development partners, and activity/project monitoring and evaluation.

## II. Influencing Factors

Along with the continuous efforts of the Department towards response and recovery during this pandemic, we were still on track in achieving our 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 deliverables as contained in the Department's Response and Recovery Plan and the Strategy Map 2028. Each office actively contributed their time and effort to accommodate adjusted 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.

Nonetheless, the pandemic is still affecting the different aspects of services of the Department, and it made us realized that there are still much to improve and enhance in our existing processes, guidelines and policies. Thus, the need for continuous monitoring and assessment



of the Department's commitments is still evident to provide the most efficient and effective services to the sectors being served.

### **III. Recommendations**

As the Department and its stakeholders are responding and recovering from this pandemic, there is still a strong need to review and assess the current indicators, deliverables and timelines. Along with this is the continuous conduct of review and assessment of the policies and guidelines to accommodate the new normal. Likewise, as the new normal requires, the Department should continue its efforts in upgrading and providing ICT equipment to facilitate the alternative work arrangements of the workers, coupled with capacity building efforts for the staff on various online mechanisms, tools and platforms. Lastly, strict compliance to the minimum health protocols shall be observed at all levels, as well as provision of fund allocation for the protection (i.e., PPE and swab tests) of the staff.

#### **A. PDPB**

##### On Processes

1. Maximize information technology solutions and online means of communication with support from ICTMS;
2. Help guarantee and monitor vertical and horizontal alignments of pandemic responsive plans and policies subscribing to regional commitments, social protection operational framework and rights-based approach paradigm in the implementation of national and local policies;
3. Establish and/or strengthen mechanisms for information sharing, coordination and communication with relevant partners in order to keep each other abreast with all the developments in the sector;
4. Harmonization of different monitoring tools to lessen the workload of LGU functionaries particularly the LSWDOs and FO focal persons;
5. Continue strengthen the role of Interagency committees as platform for advocacy and institutionalization of different processes and policies to further equip the Agencies in the devolution process;
6. Finalize the PDPB Operations Manual.

##### On Planned Deliverables

1. Continue popularizing the policies, plans, and evidences by strategically strengthening buy ins from OBSs, executive offices, attached agencies, supervised agencies, NGAs, and legislators;
2. Provide FOs with technical assistance to proactively plan and undertake new directions and thrusts along upcoming structural and organizational changes;
3. Aid in empowering regional offices and CSOs in institutionalizing SWD PAPs in their regional plans down to their respective local plans;
4. Strategic popularization of DSWD Policy Agenda 2025.

##### On Human Resource

1. Strengthen and improve dynamics by clearly delineating roles, allocating shared liability, integrating resources, and sharing best practices;



2. Establish accountability among managers and staff to show the different responsibilities for the quality and timeliness of performance, increasing productivity, controlling costs and assuring that programs are managed with integrity and in compliance with the guidelines and policies;
3. Enhance capacities of staff through attendance to capacity building activities and continue holding of brown bag sessions. Prioritizing on strengthening of capacities of PDPB staff in the light of the Department's steering role due to devolution.

## **B. DLLO**

### On Human Resource

Increase the DLLO Budget to cover the payment of salary of PO III and AA III since these are currently drawn from the GASSG Funds.

### On Processes

Pro-active monitoring of SWD related laws or draft bills particularly for those with commitments or involvement of DSWD programs, projects and services.

## **C. STB**

### On Processes

Continuous efforts towards digitalization and streamlining of its processes.

### On Planned Deliverables

1. Continuous capacity building of the staff to cope with the demands of the new normal must also be done by attending online capacity building activities, webinars, and other online training;
2. Continuous use of online platforms and the popularization and management of the Bureau's website to further streamline its processes by making available the often-requested information and materials through the website.

## **D. IAS**

### On Processes

1. Review and upgrade the IAS internal policies and guidelines, along the trainings/updates received from CIA, IASPPS, ISO and EODB, which embraces the streamlining of audit processes. This includes, but not limited to, updating of flowcharts based on streamlining and process improvement, as well as, amendment operations manual, IAS policies and guidelines;
2. Modifications in the monthly disbursement plan to realign the unutilized allocation for TEVs, workshops, trainings, among others, to other significant activities that is doable in the remaining semester of 2021.

### On Planned Deliverables

1. For FOs implementing the IMP, it is recommended to continue the implementation of activities using alternative means, and to utilize the use of Change Request Forms for adjustments on IMP before the next calendar year starts;
2. All CO-OBS should continuously implement and comply with the DSWD-wide Integrity Management Program.

## **E. ICTMS**

### On Processes

1. One Time Payment for subscription projects which are not necessarily based on monthly consumption but on the agreed specifications and level of service as specified in the Terms of Reference and Contract;
2. Request for Multi-Year Obligational Authority (MYOA) and Multi-Year Contract (MYC) for recurring ICT projects;
3. Early Procurement which can be undertaken for the majority of the planned procurement of agencies as included in the NEP submitted to Congress;
4. Streamlining Procurement Transactions thru Business Process Reengineering [BPR]. Technical Assistance on Business Process and Requirements Analysis (BPRA), can be provided by the ICTMS to the Procurement Management Service [PMS] and the Bids and Awards Committee (BAC) to include the BAC Secretariat and the BAC Technical Working Group (TWG).

### On Planned Deliverables

1. Partnership with other Agencies to facilitate ICT procurement;
2. Request for Management intervention, direction and advice on how we can effectively respond to the demands of the service for various ICT service management requirements while dealing with the rigid procurement procedures and inflexible finance and management policies.

## **F. NHTO**

### On Processes

1. Close coordination and monitoring on the approval of fund proposals;
2. Streamlining and reengineering of data sharing process to lighten the burden and shorten the waiting time of data users;
3. Strict implementation of existing policies mandating all government agencies with social protection programs to use the Listahanan data or similar databases for targeting of the poor;
4. Regular dissemination of factsheets on target groups for social protection programs, data mined from the Listahanan.

### On Planned Deliverables

1. Constant provision of extensive technical assistance to regional counterparts to closely monitor their progress and assist them in ongoing field activities;
2. Strengthening of advocacy efforts to popularize and proactively promote data utilization by potential partner stakeholders and intermediaries. Thus, name matching requests should be targeted.

## **G. SWIDB**

### On Processes

1. Adoption of innovative ways of knowledge sharing that are sustainable and replicable;
2. Moving towards results-oriented knowledge management initiatives;

3. Focusing on monitoring outcome level indicators related to the utilization of KPs and gains from KSS.

#### On Planned Deliverables

Production of digital learning modules as a new way to document and cascade knowledge on SWD.

### **H. SMS**

#### On Processes

Explore on possible measures to establish the link between the social marketing activities conducted and the knowledge of stakeholders on DSWD programs and services.

#### On Human Resource

Strengthen workforce complement at the regional level by upgrading Regional Information Officers to a higher salary grade and securing the tenure of existing personnel.

#### On Planned Deliverables

1. Continue to embark on the internal and the external communication strategies laid out in the Internal Communications System, Strategic Communication Plan, and the SULONG! Communication Plan 2021;
2. Given the shift from traditional to digital ways of social marketing, the annual and end line targets for output indicators should be revisited, such that target setting should be based on the performance in the previous years as well as on the various commitments of the DSWD to its stakeholders

### **I. RGMO**

#### On Planned Deliverables

1. Continue the planned activities in developing the policy guidelines for more efficient and effective processes of resource generation and management;
2. Establishment and finalization of other development partner proposals and partnerships;
3. Continue close monitoring and coordination of other ongoing collaborative partnerships

## **General Administrative and Support Services**

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

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

ensure that the financial performance of the Department has been evaluated and reported accordingly.

The **Procurement Management Service (PMS)** 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.

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

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

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

## I. Findings

### Financial Management

**Department's allocated fund for the year is more likely to be utilized.** As shown in the table below, disbursement or utilization of the obligated funds is more than half in the 1<sup>st</sup> semester. Several strategies were facilitated in order to ensure full utilization of funds such as conducting an assessment, review and evaluation of accomplishments vis-à-vis the planned activities with the involvement of the Field Offices counterparts.

**Liquidation of cash advances is slowly moving.** Liquidation of current year's cash advances is more than half, however, prior year's liquidation is low corresponding to only 15.31%. Similarly, the transferred funds to inter-agencies should be monitored. Fast tracking of the liquidation should be facilitated in order to ensure full liquidation of funds.

**Compliance to reportorial requirements is significantly high.** More than half and even 100% of the required reports has been complied.

**Table 42. Targets vs. Accomplishments on Performance Indicators along Financial Management**

Performance Indicators	Accomplishments	Targets	Variance	Assessment
1. Percentage of budget utilized				
a. Actual obligations over actual allotment incurred	34.93%	100.00%	-65.07%	Major Deviation
b. Actual disbursements over actual obligations incurred	60.82%	80.00%	-19.18%	Minor Deviation
2. Percentage of cash advance liquidated				
1. Advances to officers and employees				
- Current year	52.09%	100.00%	-47.91%	Major Deviation
- Prior years	15.31%	100.00%	-84.69%	Major Deviation
2. Advances to Special Disbursing Officers (SDOs)				
- Current year	40.06%	50.00%	-9.94%	Minor Deviation
- Prior years	54.33%	100.00%	-45.67%	Major Deviation
3. Inter-agency transferred funds				
- Current year	4.49%	40.00%	-35.51%	Major Deviation
- Prior years	26.46%	75.00%	-48.54%	Major Deviation
3. Percentage of Audit Observation Memorandum (AOM) responded within timeline	100.00%	100.00%	0.00%	Full target achieved
4. Percentage of Notice of Suspension (NS) or Notice of Disallowance (ND) complied within timeline	100.00%	100.00%	0.00%	Full Target Achieved
5. Percentage of frontline and internal services compliance to EODB	50.00%	100.00%	50.00%	Major Deviation

**Overall, as of June 2021, the DSWD utilized PhP61,264,921,436.07 or 34.35% of its total 2021 allotment of PhP178,349,058,354.00**, including Automatic Appropriations (i.e., Retirement and Life Insurance Premiums, Customs Duties and Taxes and Fund 171).

**Table 43. 2021 DSWD Total Allotment and Utilization as of June 2021**

Appropriations	Allotment (In PhP)	Utilization (In PhP)
Regular Allotment	174,718,184,000.00	61,033,761,283.90
Automatic Appropriations	239,077,111.00	151,117,343.65
Special Purpose Funds	3,391,797,243.00	80,042,808.52
<b>Total</b>	<b>178,349,058,354.00</b>	<b>61,264,921,436.07</b>

## Procurement Services

**Most of the procurement projects were completed.** As can be seen in Table \_\_, 64.35% of the projects were already facilitated and completed for the 1<sup>st</sup> quarter of CY 2021. Several strategies were employed to improve the completion of other projects such as continuous provision of technical assistance to ensure the smooth facilitation of procurement process.

PMS also completed 100% required reports for the 1<sup>st</sup> quarter of CY 2021. Similarly, provision of technical assistance was fully achieved. Technical assistance was continuously provided to the OBS which contributed to a smooth facilitation of procurement process and therefore

achieving the target for the year. Lastly, 100% of the clients were satisfied with the services provided by PMS.

**Table 44. Targets vs. Accomplishments on Performance Indicators along Procurement Services**

Performance Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of procurement projects completed in accordance with applicable rules and regulations	64.35%	95.00%	-30.65%	Major Deviation
Percentage compliance with reportorial requirements from oversight agencies	100%	100%	0.00%	Full target achieved
Percentage of Technical Assistance provided to Central Office OBSUs and Field Offices relating to various procurement projects as requested and/or as initiated through Procurement Facilitation Meetings	100%	100%	0.00%	Full target achieved
Percentage of Central Office OBSUs and other procurement partners satisfied with the services rendered	100%	100%	0.00%	Full target achieved

## Human Resource Management and Development

As of June 2021, 1,609 vacant (permanent, coterminous, contractual and casual) positions were filled up. The accomplishment is beyond target with 290.5% variance and this may be attributed to the lack of target in the Central Office. For capacity-building, 1,841 regular staff were provided with at least one (1) learning and development intervention.

**Table 45. Targets vs. Accomplishments on Performance Indicators along Human Resource Management and Development**

Performance Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of positions filled-up within timeline	1,609	412	+290.5%	Major Deviation
Percentage of regular staff provided with at least 1 learning and development intervention	1,841	1,185	+55.4%	Major Deviation
Percentage of staff provided with compensation/benefits within timeline	100%	100%	0%	Full target achieved

## Legal Services

**The assessment for all indicators is inconclusive because of “ANA” targets.** Nonetheless, a high number of cases were facilitated for the 1<sup>st</sup> semester of 2021. It is also worthy to note that the number of legal opinions and technical assistance received and facilitated by the Legal Service for this semester is higher compared to 2020 accomplishments. This comprised of requests for review of bills, resolutions, guidelines, rules and regulations, contracts, and memorandum of agreement.

**Table 46. Targets vs. Accomplishments on Performance Indicators along Legal Services**

Performance Indicators	Accomplishments	Targets	Variance	Assessment
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Percentage of Preliminary Investigations Acted Upon	30	ANA	N/A	Inconclusive
Percentage of Administrative Disciplinary Cases Judiciously Resolve	54	ANA	N/A	Inconclusive
Percentage of Litigated cases Attended and Represented the Department or Department Personnel	2	ANA	N/A	Inconclusive
Percentage of Request for Legal Opinions and Technical Assistance	1,429	ANA	N/A	Inconclusive

## Administrative Services

**Minor deviations for all indicators except for number of facilities repaired/renovated which is already beyond target.** The targets for the last three indicators in Table 46 is more likely to be achieved by end of 2021. However, accomplishments for facilities repaired/renovated exceeded its target with +904.39% variance. This is attributed to setting of "ANA" as target for this indicator in the Central Office.

**Table 47. Targets vs. Accomplishments on Performance Indicators along Administrative Services**

Performance Indicators	Accomplishments	Targets	Variance	Assessment
Number of facilities repaired/renovated	1,145	114	+904.39%	Major deviation
Percentage of real properties titled	16	17	-5.88%	Minor deviation
Number of vehicles maintained and managed	215	250	-14%	Minor deviation
Percentage of records digitized/ disposed	1,029,592	1,008,000	-2.14%	Minor deviation

## II. Influencing Factors

### A. Facilitating Factors

#### Financial Management

1. FMS conducted the Service Review and Evaluation Workshop (SPREW) as a venue to assess, review and evaluate their accomplishments vis-à-vis the planned activities in line with the DSWD Strategic Priorities.
2. Continuous coordination and provision of technical assistance to facilitate digital payment scheme.

#### Procurement Services

1. Technical assistance was extended to the DSWD operating units on the procurement process to ensure efficient procurement management.
2. Sustained coordination and collaboration with partners to ensure smooth procurement process.
3. Trainings/workshops were also conducted.



## **Human Resource Management and Development**

1. Conduct of various in-house online LDIs for DSWD employees to help them adjust to remote work, prepare them towards digital transformation, and keep them abreast with OSH protocols.
2. Continuous sourcing and dissemination of external specialized training, free webinars, and other online course offerings such as those on existing collaboration arrangements with the ICTMS through the free availment of LDIs on Google Workspace in partnership with iOne Resources, DSWD's Learning Service Provider, which allowed LDD to conduct Google Workspace Training at scale among DSWD Clusters of Offices, as an example.
3. Buy-in and support of DSWD Management and/or supervisors.

## **Legal Services**

1. Facilitated 411 Freedom of Information (FOI) requests from different sectors, private and public individuals as per timeline set.
2. Approval of the Department of Budget and Management (DBM) to the creation of 32 plantilla positions for DSWD 16 Field Offices (FOs).
3. Technical assistance provided to FOs to efficiently and effectively hire the most qualified applicants for Attorney III and Legal Assistant II positions in the Legal Units.
4. Automation and adoption of available ICT advancements and its application to the LS processes and procedures are being adopted.

## **Administrative Services**

1. Use of online platforms for inter-agency meetings and land survey to fast track the application of DSWD real properties.
2. Vehicle preventive maintenance was imposed to ensure a flexible transport system to all officials and to secure a more cost-effective repairs.
3. Utilization of Document Management System for digitization and faster retrieval of files.

### **B. Hindering Factors**

## **Financial Management**

Some financial transactions are pending because of its dependency to the Memorandum of Agreement (MOA) and Implementing Rules and Regulations (IRR) which is yet to be finalized.

## **Procurement Services**

1. Lack of complementary human resources to implement programs and some staffs are overloaded.
2. Cancellation of significant activities due to COVID-19 pandemic

## **Human Resource Management and Development**

1. Abrupt changes in the planned LDIs for FY 2021.

2. Lack of I.T. equipment, online applications, and other resources of HRMDS for the better development and conduct of online delivery of LDIs.
3. Lack of clear policies in implementing online LDIs from national oversight agencies which can serve as anchor for internal policy development.

#### **Legal Services**

Vacancies caused by personnel's resignation and/or separation from the service.

#### **Administrative Services**

1. No target set for CO on "number of facilities repaired/ renovated" since the basis for the repair/renovation depends on OBSUs requests. This is in contrast with FOs which committed 114 facilities as their target for the first semester.
2. For transport services, the occurrence of disaster operation during the community quarantine has been a great challenge in achieving target goals.

### **III. Recommendations**

#### **A. Financial Management**

1. Hiring of a specialist to assist the FMS in automation.
2. Continues monitoring of the activities of FMS which will contribute to the achievement of the committed performance indicators.
3. Continues coordination of FMS to ICTMS for systems improvement.

#### **B. Procurement Services**


1. Continuously conduct of technical assistance to facilitate early procurement process.
2. Closely monitor OBS' procurement plans and formally remind/communicate the OBS to constantly revisit their work and financial plan as to ensure that all activities to be procured are facilitated on time.

#### **C. Human Resource Management and Development**

1. Improve HRMDS communication with the FOs to prompt their submission of the narrative assessment report.
2. Need for continuous upskilling/retooling of HRMDS-LDD staff along the areas of developing, implementing, and monitoring & evaluating online/digital LDIs alongside the need to deliver the needed targets.
3. Synchronize targets with FOs (percentage of positions filled-up within timeline) to ensure that variance for this indicator will not result to a major deviation.

#### **D. Legal Services**

1. Improve targeting by reconsidering setting "ANA" as performance targets for all the indicators in order to surface conclusive assessments as to the Department's performance on these items. Number of resolved cases for the past years may serve as basis in setting targets for the indicators.
2. Continue with the process of enhancing the Legal Case Portal to account all LS accomplishments. This should be harmonized with the other existing systems of the



Department and should be in compliance with the Performance Governance System-DSWD Sulong Recovery Plan 2021-2022.

3. Continue with the provision of technical assistance to FOs regarding the filling-up of the approved plantilla positions.
4. Develop mechanisms to fast track cases in need of the Office of the Secretary's approval for proper disposition.

**E. Administrative Services**

1. Synchronize targets with FOs (number of facilities repaired/ renovated) to ensure that variance for this indicator will not result to a major deviation.
2. Joint DSWD-DENR effort to prepare the Work and Financial Plan (WFP), which will form part of the DSWD-DENR Memorandum of Agreement (MOA).
3. Allocate appropriate funding to acquire more fleet to cater the needs of the officials, staff and employees and maintain the implementation of Vehicle Preventive Maintenance Program for aging vehicles.
4. Allocate appropriate funding for supplies for archival of digitized records.

## OVERALL RECOMMENDATIONS

**Ensure prompt response and adaptability to the complex, dynamic and uncertain conditions which includes strategy on the speedy process of crafting, enhancing and adjusting program and organizational policies and guidelines and timely provision of directives to Field Offices.** By strengthening collaboration with partner agencies and various stakeholders, the DSWD management and program implementers must continue to ensure that the policies and guidelines of the organization are still responsive to the emergent need of vulnerable sectors and other segments of the population affected by the pandemic. Policy enhancements should be supported with evidence-based data and should be responsive to new national reforms and the new normal environment.

Specifically, the following must be urgently given priority by the DSWD management:

1. Advocate for the expansion of government relief and recovery measures to continuously protect the vulnerable and most disadvantaged sector and prevent the worsening of inequity in the country. Given the current status of the Philippine economy, the Department must continue to explore relief and recovery measures to help in alleviating the impact of COVID-19 pandemic to the daily suffering of millions of Filipino families.
2. Utilize all research and evaluation studies which already assessed the effects of the COVID-19 pandemic to program implementation and service delivery to serve as basis for the enhancement of DSWD transition plan of SWD services to be fully devolved in 2022.
3. As a way to adapt to the new normal and embrace digitalization, digital transformation should be pursued through the Beneficiary Fast, Innovative, and Responsive Service Transformation (FIRST) Project to revolutionize the way of providing social welfare and development programs and improve the experience of beneficiaries.
4. Ensure systems, technologies and ICT infrastructure supporting key activities for disaster response are in place, as the Department eases into the “new normal”.
5. Urgently implement pro-active strategies to strengthen the promotion of regulatory functions of DSWD among LGUs, SWDAs/SWAs and Service Providers.
6. Continue the efforts of the Department in the completion of baseline information of LGUs that will serve as basis in the development of technical assistance of the concerned DSWD OBS and FOs. The effort in updating of the Service Delivery Capacity and Competency Assessment Tool that will capture the context and the indicators related to the full devolution and the new normal context will help the Department to come up TA plan that are more responsive and efficient.

**Strengthen planning, monitoring, and evaluation in consideration of the new normal environment.** Inconclusive findings on certain objectives and indicators as a result of unresolved issues on unclear target setting are still evident based on this report. With the recalibration of its strategy through the implementation of DSWD Strategy Map 2028, all DSWD OBSUs should ensure that program and office objectives are measured through properly selected performance indicators. Target adjustments should always be backed up by

reliable administrative data and results of program assessment or evaluation. Further, the following recommendations should be highlighted:

1. Regularly conduct M&E activities and foster a culture of evidence-informed program design and implementation. Apart from setting realistic and 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.
2. With the launching of electronic systems such as electronic FDS of Pantawid and ProdukTodo of SLP, corresponding monitoring and evaluation initiatives should ensue to assess the effectiveness and efficiency of these platforms in achieving their intended outcomes.
3. The PDPB and other pertinent OBS must come up with a clear results framework to be monitored by the LGUs. There is a need to come up with clear and concise indicators on social welfare and social protection which should be included in the LDIS or RaPIDS. This will help the LSWDOs in formulating their Social Protection Development Report and in developing their Social Development Plan, an important chunk of the LGU CDP.

**Continuous convergence among social protection and SWD services.** 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. Given that an array of interventions constitute the proven approach for the graduation from poverty, operationalization of internal and external convergence strategies should be pursued. Though some social welfare programs will be devolved to LGUs in 2022, the inherent convergence should not cease. Furthermore, more national and local level engagements should be fostered for further project complementation.

With the completion of 2019-2020 SWDI assessment, the relevant data for each component should be shared to partner agencies so that proper interventions, programs, and services can be provided to the poor to help them further improve their level of well-being.

Strengthen partnership and convergence especially with local government units. Despite the stringent protocols enforced with the implementation of community quarantine that affected the operations of the programs, a high percentage of accomplishment were recorded by allowing the Transfer of Funds to LGUs as a mode of implementation. This underscores the crucial role and contribution of LGUs in reaching out to program beneficiaries.

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

1. Effectively respond to the demands of the service for various ICT service management requirements while dealing with the rigid procurement procedures and inflexible finance and management policies.

2. Explore procurement of and subscription to other video-teleconferencing apps (e.g. Zoom, Microsoft Teams, Skype for Business, etc.) and other licensed software (e.g. STATA, MS Visio, geo-processing/GIS software etc.)

**Act upon human resource concerns at various levels.** With the impending devolution of social welfare services to LGUs in 2022, the DSWD management should address the concerns on displacement of personnel from the NGA, particularly those who are under Contract of Services and Memorandum of Agreement. Other recommendations with regards to human resources are the following:

1. Approve the request of Field Offices for additional staff and/or create plantilla positions that will be responsive to the increasing demands/scope of work.
2. Review the Terms of Reference and Qualification Standards vis-à-vis the Salary Grades of the current positions
3. Reassess the organizational structure, particularly the staffing requirements per section/division vis-à-vis workload.

**Ensure the welfare and safety of workforce.** Necessary protective equipment and supplies should always be available and provided to the workforce while they are on duty. Support mechanisms like provision of psychosocial, logistical and financial support should be strengthened. Strict compliance to the minimum health protocols should be observed at all times.

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