

## ***I. INTRODUCTION***

CY 2015 is a milestone of challenges and success for the region in its commitment to provide social welfare and social protection to the poor, vulnerable and marginalized sectors of society and to contribute in the attainment of the Department's vision to be the world standards in the delivery of coordinated social services and social protection for poverty reduction by 2030. Against all odds, and with the influx of funds and programs/services entrusted to the Department, the region continuously accept and adopt to the challenges in the implementation of Social Welfare and Development programs and services specifically along the core social protection programs, projects and services of the Department to the poor, disadvantaged and vulnerable towards having an improved quality of life.

Commitment, dedication and hard work are evident in the region's continuous service delivery for and with the poor together with its partners both in public and private sectors. The Region have maintained strong and sustained partnerships with CSOs and SWDAs for the purpose of transparency and collaborative efforts that paves the way for a mutual sharing of skill, transfer of technologies, and resource augmentation which supports the Department in the implementation of its core poverty reduction programs.

Innovations and resourcefulness were done in the continuous implementation of Center and Residential Care Services not to limit nor disrupt the implementation of programs and services for its clientele/residents with its limited budget. More so, the efforts and hard work extended by the implementers in the implementation of the protective services programs to respond to the needs of those individuals in crisis situations, the special projects such as the Comprehensive Program for Street Children, Street Families and Indigenous People Especially Bajaus, Modified Conditional Cash Transfer for Homeless Street Families and the new and challenging strategy, OPLAN Balik Bahay Sagip Buhay (OBBSB) in combating homelessness and poverty issues.

Lastly, the region continuously impart the significance of the Strategic Goals to all staff, clients and partner stakeholders as the key steps in transforming the lives of the poor and vulnerable sectors. Anchored on the Department's 3 SGs, the region and its slice of contributions on the attainment of its vision through its Breakthrough Goals; **BG1:** Improve the capacities of 235,534 active Pantawid Pamilya Families in accessing opportunities to move their level of well-being by end of 2015 (sets 1-7) wherein initial result on the status of well-being of Pantawid Pamilya beneficiaries were 13,838 (2.78%) households assessed to be in self-sufficient level, 123,978 (87.45%) families in subsistence level and 855 (21.67%) in survival level. **BG2:** Expand the number of NHSTPR identified poor households covered by at least 2 SWD programs from 20,118 to 233,349 by 2015 wherein a total of **256,743** NHTS identified poor households were provided with at least 2 SWD programs/services or **81.03%** of the 316,823 NHTS identified poor as per 2011 PMT result and **BG3:** Increase the number of functional LSWDO to 3 by 2015, wherein, a total of 8 LSWDOs were assessed to be functional and 1 LSWDO to be certified as fully functional.

As part of the endeavor, the region never stops to perform its mandates and accomplished its deliverables despite many challenges. Highlights of these accomplishments were contained in this report.

## II. HIGHLIGHTS OF ACCOMPLISHMENTS

### Implementation of Regional Breakthrough Goals

#### **Strategic Goal 1**

**Breakthrough Goal:** Improve the capacities of 224,447 active Pantawid Pamilya beneficiaries in accessing opportunities to move their level of well-being by end of 2015 (sets 1-7).

**Lead Measure 1:** Establish baseline on the level of well-being of 224,447 Pantawid Pamilya beneficiaries from Sets 1-7

As of December 22, 2015, FO-NCR administered SWDI to 184,020 or 82% Pantawid Pamilya beneficiaries out of 224,447 targets and have encoded 141,760 or 91% from the total administered SWDI conducted from 2<sup>nd</sup> week of October 2015 to December 31, 2015.

From the total encoded administered SWDI, a total of 13,838 (2.78%) Pantawid Pamilya beneficiaries were assessed to be in self-sufficient level, 123,978 (87.45%) families in subsistence level and 855 (21.67%) in survival level.

Pantawid Pamilya beneficiaries were provided with the following Sustainable Livelihood Program (SLP) interventions:

Track 1: A total of **11,924 out of 10,112** Pantawid Pamilya beneficiaries were given capital seed funds to help them augment their capital for their income generating projects.

Track 2: A total of **5,585** out of **4,842** target Pantawid beneficiaries were provided pre-employment workshop that help them be more competitive in finding a job while 4,804 out of 5,585 were hired for jobs at least three (3) months contract.

**Lead Measure 2:** Ensure that the Family Transition Plan (FTPs) are being implemented by the families through the monthly technical assistance and close monitoring of C/MATs.

A total of **49,026 or 88.89%** from **55,149 target households** were monitored and have accomplished FTP monitoring tool.

LEVEL of WELL-BEING	TARGET	ACCOMPLISHED	%
SURVIVAL	14,714	12,566	85.40 %
SUBSISTENCE	36,909	34,920	94.61 %
SELF-SUFFICIENCY	25	312	1,248%
EXITING HHs	3,500	1,228	35.08%
<b>TOTAL</b>	<b>55,149</b>	<b>49,026</b>	<b>88.89%</b>

## **Strategic Goal 2**

**Breakthrough Goal:** Expand the number of NHSTPR identified poor households covered by at least 2 SWD programs from 20,118 to 233,349 by 2015.

A total of **256,743** NHTS identified poor households were provided with at least 2 SWD programs/services or **81.03%** of the 316,823 NHTS identified poor as per 2011 PMT result.

**Lead Measure 1:** Ensure that the PPD-NHTU gets the commitment of at least 3 potential Local Government Units every quarter for the use of NHTSPR in their beneficiary selection.

Advocacy on data sharing is constantly done during meetings with LGUs and others stakeholders wherein a total of five (5) LGUs have an existing MOA with the Department on data sharing as follows:

### **Local Government Units**

- Makati Social Welfare Department (MSWD)
- Malabon City
- Barangay 105, Manila City
- Navotas City Social Welfare and Development Office (CSWDO)
- Valenzuela City
- Municipality of Pateros

### **Congressional Districts**

- District 5 of Quezon City
- District 2 of Valenzuela City
- District 1 of Marikina City
- District 4 of Manila
- District 6 of Manila

### **National Agency**

- Center for Health Development – NCR

### **NGOs/CSOs/POs**

- Katipunan ng mga Mamamayan ng Bagong Pilipinas (KMBPI)
- Minor Basilica Of the Black Nazarene (MBBN)
- Unang Hakbang Foundation Inc.
- Samahang Magkakapitbahay ng Valderama
- ENFANCE Foundation, Inc.
- Tent of Elijah Ministries, Inc.
- Urban Poor Associates

**Lead Measure 2:** Update the database of poor HHs provided with Social Protection Programs every month; Facilitate the administration of the second family assessment from 316,823 poor families (as of July 1, 2011 PMT) to 1,267,292 poor families.

A total of **1,190,434** families or **93.93%** of the target were assessed with **76,858** variance against the target of 1,267,292 families. The variance were attributed to the households refused to be interviewed, transfer of resident, no qualified respondent and vacant.

The seventeen (17) Local Government Units of NCR, Non-Government Organizations and National Government Agencies such as Department of Labor and Employment (DOLE), Department of Public Work and Highways (DPWH), Department of Health (DOH), Technical Education and Skills Development Authority (TESDA), Department of Social Welfare and Development (DSWD) and Department of Agriculture (DA) , provides programs and services to the poor HHs, are among the partners of DSWD providing SWD programs/services to the poor.

## **Strategic Goal 3**

**Breakthrough Goal 2015:** Increase the number of functional LSWDO to three (3) by 2015.

**Lead Measure 1:** Ensure the re-assessment of at least 8 LSWDOs every semester using the functionality standard.

Below is the status of compliance to standards of LGUs:

### **I. LSWDOs assessed for CY 2015:**

NO.	Municipality /City	Expected Score	Actual Score	Variance	Remarks
1	NAVOTAS	91	82	9	Functional
2	MUNTINLUPA	91	80	11	Functional
3	MANDALUYONG	91	86	5	Functional
4	PATEROS	91	74	17	Functional
5	PASAY	91	84	7	Functional
6	VALENZUELA	91	84	7	Functional
7	QUEZON CITY	91	89	2	Functional
8	MANILA	91	86	5	Functional
9	LAS PIÑAS	91	86	5	Functional
10	PASIG	91	91	0	<b>Fully-Functional</b>

**Lead Measure 2:** Provide monthly Technical Assistance and a regular provision Resource Augmentation (TARA); and quarterly monitoring to 3 LSWDOs.

For CY 2015, the region conducted regular monitoring and provided technical assistance to the following LSWDOs:

**SSDD-Quezon City** - the LGU Coordinator for Quezon City provided technical assistance and assisted in the review of the case folders during the conduct of SG 3 assessment on SSDD held last August 5 2015 and technical assistance on case management during the validation visit on October 2015.

**LSWDO-Marikina** – LGU coordinator provided technical assistance along case management of Pantawid Pamilya beneficiaries as well as coaching to CSWDO staff on case management.

**LSWDO San Juan** – LGU coordinator provided technical assistance on case management, updating of case load inventory on January 27, 2015 and on the enhancement of the CSWDO Manual of Operation last March16, 2015.

**LSWDO Manila** – Provided technical assistance on case management to MDSW Manila before and during the SG 3 assessment visit on August 20, 2015 by the LGU Coordinator.

**LSWDO Muntinlupa** - The SWAD Team Leader assisted in the Planning Workshop of the LGU Local Council for the Protection of Children (LCPC) last May 26-27, 2015. Moreover, orientation on AO 11 "Guidelines on the Domestic Adoption Process" was provided to Muntinlupa CSWDO last June 17, 2015 during the LSWDO Assessment.

**LSWDO Las Piñas** - The SWAD Team Leader led the team during the SG 3 Validation visit in Las Piñas on October 29, 2015 together with the LGU Coordinator.

## Major Final Out I: Social Protection Policy Services

### 1. Policy and Plans Development

#### 1.1 Sectoral Programs

##### a. Child Welfare Program

###### *a.1. Celebration of Special Events*

###### *Celebration / Observance of National Awareness Week on Children:*

DSWD-NCR enjoined the nation to be one in combating child abuse. This is in observance of Presidential Proclamation No. 731 series of 1996 that declares the 2nd week of February of every year as "*National Awareness Week for the Prevention of Child Sexual Abuse and Exploitation*" or also known as "Child Sexual Abuse Awareness Week (CSAAW)". This years' observance is on February 7-13 with the theme "Labanan ang Pang-aabusong Sekswal sa mga bata: NOW NA!" which was aimed at providing awareness to the children, parents, communities and the society on how to make our environment safe, protective and caring for our children. In observance of this proclamation, the following activities were conducted:

- Participation on the Flash Mob at Quezon City Memorial Circle on February 8, 2015 as its launching activity participated by the RCWC-NCR inter-agency members.
- Forum on Prevention of Child Sexual Abuse held on February 13, 2015 at Bayview Hotel, Manila.

###### *Celebration of Adoption Consciousness Week (ACW)*

DSWD-NCR once again celebrated the Adoption Consciousness Week last February 17-28 with a theme: "***Legal Na Ampon Ako, Anak Na Totoo***" highlighting legal adoption. In celebration of ACW, the following activities were also conducted:

- Memorandum of Agreement (MOA) signing with DOH, DepEd and DILG for their commitment to be official partners in strengthening adoption advocacy campaign held on February 17, 2015.
- Manned the Adoption Information Desk set-up in different SM Malls and several national government agencies ensuring transfer of necessary information advocating legal adoption,

CDCLAA and the newly enacted law, the Foster Care Act of 2012 on February 21 and 22, 2015.

## *2015 Day Care Workers Week Celebration*

FO-NCR celebrated this year's Day Care Workers Week Celebration spearheaded by the Regional Federation of Day Care Workers showcasing the 17 regional festivals held on June 11, 2015 at Marikina Sports Complex.

## *2015 National Children's Month (NCM)*

Pursuant to Republic Act 10661 otherwise known as "National Children's Month Act" the observance of the **National Children's Month (NCM)** starting this year and every year thereafter is every November. The declaration commemorates the adoption of the Convention on the Rights of the Child by the United Nations General assembly on November 20, 1989 and seeks to instill its significance in the Filipino consciousness. Previously, we celebrate NCM during October of every year through Presidential Proclamation 267 series of 1993.

This year's theme is "**Komunidad At Pamahalaan Magkaisa, Pang-aabuso Sa Bata Wakasan Na!**" which highlights protection rights of children against all forms of abuses and discrimination, likewise, encourage stakeholders to promote as well as advocate protection of children at the family, schools, community, institution, organization and other settings. The following are the activities undertaken for National Children's Month:

- Launching activity dubbed as "ZUMBATA" held on October 3, 2015 at Skydome, SM North Edsa, QC spearheaded by the Council for the Welfare of Children wherein LGUs and RCWC-NCR's members were convened headed by the RCWC Chairperson and DSWD-NCR Regional Director Ma. Alicia S. Bonoan to advocating active and healthy physical self especially in this digital time which lessen physical activities of children.
- Through the Regional Committee for the Welfare of Children (RCWC-NCR) the DSWD-NCR, Local Government Units, child caring/placing agencies and other children focused organizations/groups were encouraged to support the observance of National Children's Month through the following activities:
  - Participation in NCM major activities;
  - Displaying of tarpaulin/streamer in depicting this year's theme, please refer to ([www.cwc.gov.ph](http://www.cwc.gov.ph) and [facebook.com/batabidaka](https://www.facebook.com/batabidaka) fan page)
  - Posting in your website and other social media account the 2015 NCM theme for publicity and promotion
  - Fora on Child Protection
  - Media guestings/publicity (radio, TV, On-line/Social Media Broadsheet
  - Contests/Showcase of children's talents
  - Parade/Motorcade/Fun Run/Walk for Children's Protection
  - Search for Child-Friendly Barangays
  - Paligsining (Paligsahan Sa Sining of Day Care Children)

- Delivery of the Local Chief Executive's State of the Children Report (SOCA)
- Conduct of other activities on children within their locality
- Conducted 2015 Annual Regional Paligsining on October 28, 2015 spearheaded by the DSWD-NCR together with Day Care Workers Regional Federation held at the Muntinlupa Sports Complex, hosted and sponsored by the City of Muntinlupa.
- The seventeen (17) LGUs also conducted different activities in observance of the National Children's Month in separate schedules such as State of the City Children's Address (SOCCA) undertaken by Taguig and Makati City; Children's Forum/Assembly/Congress by Mandaluyong, Makati, Pasig, Muntinlupa and Quezon City.
- Children's Forum was conducted and spearheaded by the Nayon ng Kabataan on November 11, 2015 with a total of 50 children from Nayon ng Kabataan, Haven for Children and Mandaluyong City Pantawid Pamilya Program beneficiaries actively participated in the lecture-discussion given by the Social Welfare Specialists for Children and Youth.

## ***a.2. Regional Committee for the Welfare of Children***

- Strengthening the RCWC-NCR through organized and convened attendance of RCWC member agencies to the Committee meetings/activities as follows:
  - Provision of technical assistance to Pasig City as regional awardee and national finalist to the Presidential Award for Most Child-Friendly City / Municipality on January 8, 2015 in preparation for the national evaluation schedule on January 12 & 13, 2015
  - Hosted the RCWC-NCR 1<sup>st</sup> Quarter Joint-Meeting with the Regional Child Labor Committee (RCLC) in partnership with DOLE participated by the inter-agency representatives together with CWC Executive Director Patricia Luna and Regional Director and RCWC-NCR Chairperson, Ma. Alicia Bonoan last February 18, 2015 at the Nayon ng Kabataan, Mandaluyong City.
  - RCWC-NCR members participated in the Luzon Cluster 2<sup>nd</sup> National Plan of Action Midterm Program Implementation Review held on March 11-14, 2015 at BSA Twin Towers, Oritgas Center, Pasig City.
  - The DSWD-NCR with DILG, Bantay Bata 163 and Pasig City represented the Committee to the Dissemination Roll-Out Orientation Guidelines on Child Friendly Space held on June 2-5, 2015 at Bayview Park Hotel, Manila
  - Conducted 2<sup>nd</sup> Quarter Meeting on July 27, 2015 relative to concern of the Child-Friendly Local Governance Audit (CFLGA) held at DILG-NCR Office. Highlights of discussion focused on the reviewed of guidelines of CFLGA, mechanics and arrangement such as team composition, needed documents, forms, logistics such as vehicle, supplies and coordination with LGUs per set schedule.
  - Reviewed and deliberated the result of validation visit to complete the CFLGA ratings on August 18, 2015 and following days per receipt of documents from concerned LGUs

while RCWC Resolution on CFLGA final results was approved on October 1, 2015 and submitted to CWC on October 2, 2015.

- Conducted 3<sup>rd</sup> Quarter Meeting on October 13, 2015 at DILG-NCR Office related to the conduct of BCPC Strengthening Training cum Grant of Incentive wherein the Social Welfare Specialist for Children was tasked to be the resource person during the activity. Highlights of the activity were the crafting of TOR for the grant of incentive to the deserving BCPC under existing task forces and project proposal. Said output was forwarded to Secretary Soliman for approval.
- The RCWC-NCR with Council for the Welfare of Children confirmed the Mandaluyong City as one of the Regional Awardee and shortlisted to the National Level Presidential Awards for the Most Child-Friendly Municipalities and Cities for CY 2015.
- Prepared and submitted to CWC the RCWC's Catch Plan 2015 per submitted Work Plan 2015 and Project Proposal for the Committee Team Building and Capability Enhancement.
- Adopted the Regional Child Protection Working Group as a technical working group of RCWC on child protection concerns during emergencies to strengthen the implementation of child protection in emergencies in the region through a Committee Resolution.

***a.3. Social Protection Services: Provision of Technical assistance to Organic Staff and Intermediaries along direct implementation of protective services to Residential and Non- Residential Facilities as well as community based services***

- Assisted and provided technical assistance to nine (9) monitor C/RCF/U/Ss and four (4) NGOs-Child Caring Agencies in ensuring that served clients are provided with necessary services either of residential care / alternative family care, financial /educational / medical assistance, psycho-social interventions, ensuring safety travel abroad and referral to other intermediaries for other appropriate services through technical assistance on case management and review of caseload inventory to the following:

*Residential Care Facilities/Units and Sections*

- Reception & Study Center for Children
- Haven for Children
- Travel Clearance Section
- Foster Care Section
- Adoption Resource and Referral Section
- Community Based Services Section
- Special Project Section (Children Concerns)
- EAS-Crisis Intervention
- Protective Services Program

*NGOs-Child Caring Agencies / LGUs:*

- Kaisahang Buhay Foundation, Inc.
- Sun and Moon



- Holding Center – Navotas City
- Yakap Bata Holding Center – Caloocan City

***a.4. SWD Program Development/Marketing/Adoption or Replication and Implementation:***

***a.4.1. Aruga at Kalinga Sa Mga Bata Sa Barangay (Foster Care in the Barangay)***

- Completed social technology project marketed and accepted for project replication by the Local Government Unit (LGU) of Makati through the Makati City Council for the Protection of Children (MCCPC) wherein said project was reflected / integrated in the 2015 Annual Investment Plan (AIP) for Children.
- Marketing efforts successfully resulted to its ongoing project cycle implementation through expressed interest of the City of Valenzuela for the Children at Risks / Children in Conflict with the Law (CICL). Four (4) barangays with functional BCPCs were prioritized and orientation of prospective foster care families was conducted on March 5, 2015. The draft MOA is being reviewed by the City Council.
- Muntinlupa City continues to implement the adopted project. Ten (10) licensed foster families from Barangay of Bayanan and Putatan, Muntinlupa City maintained / re-assessed to continuously provide alternative parental care on a temporary basis to children from RSCC. Regular monitoring visits done by the Foster Care Section focal staff ensuring the best welfare and interest of the children as well as the families while on placement. Placed children are provided foster care subsidy to sustain their needs while in the foster family.
- Likewise, Mandaluyong City continuously implementing the replicated social technology project per signed Memorandum of Agreement in 2012 and in October 2014 has confirmed and approved the implementation of said binding partnership through a City Resolution that strongly support the funding allocation for the project vis-à-vis continuous implementation.

***a.4.2. Modified Social Stress Model (MSSM)***

- A framework for understanding was formulated to clearly define why a particular individual engaged in such situations. Aside from providing a conceptual framework necessary for assessment, this tool had been also useful as guide in the intervention planning that necessarily prevented or treated problems related to the situation where the child is in.
- Through to their commitment on ensuring child welfare and development program implementation, the City of Muntinlupa expressed interest and eventually sealed the partnership through Memorandum of Agreement (MOA) replicating the utilization of the MSSM.

## **b. Women Welfare Program**

### ***b.1. Celebration of Special Events***

#### *Women's Month Celebration*

In compliance to Proclamation No. 224 s. 1988 declaring the first week of March each year as Women's Week and March 8 as Women's Rights and International Peace Day; Proclamation No. 227 s. 1988 providing for the observance of the Month of March as Women's Role in History Month; And Republic Act (RA) 6949 s. 1990 declaring March 8 of every year as National Women's Day. The month long activity was highlighted by the following activities:

- Initiated the celebration of Women's Month through a simple celebration during the FOs flag raising ceremonies sharing the highlights of the month long event on March 2, 2015.
- Hanging of Advocacy streamers in strategic areas in the field office and selected centers and institutions to inform the public including personnel on the importance of the month long celebration.
- Haven for Women and Ina Healing Center conducted series of activities in line with celebration of Women's Month.

#### *18 Day Campaign against VAW and: International Day of Trafficking*

- The region participated in the annual 18 Day Campaign Against Violence against Women and Children wherein the following activities were conducted:
  - Kick Off Activity: Assembly of Anti-VAW Advocacy Supporters held last November 25, 2015
  - Orientation of Service Providers on Violence Against Women and Related Laws on December 28, 2015
- Assisted DAWN Inc. capacity building in line with their advocacy on 18 Day Campaign on VAW and related laws.
- As part of the culminating activities on the celebration of 18<sup>day</sup> Campaign to END Violence Against Women, the UN Women in coordination with Spanish Cooperation for International Development (AECID) and Quezon City Government had launched the Safe Cities: Women #FreeFromFearCampaign-18days of speaking out against Street Harrassment as one of the advocacy on Safe Cities Advocacy Expo: Women, Held in Quezon City last December 12, 2015 graced by Mr. Juan Pita, Head of Spanish Cooperation and Mayor Herbert Bautista of Quezon City.

### ***b.2. GAD TWG Meetings and Trainings:***

- Quarterly meeting on GAD TWG was conducted on the following dates, June 29, 2015, July 22, 2015, September 15, 2015 and November 18, 2015. The GAD TWG Planning Workshop was conducted on December 17-18, 2015 with the agenda was discussedas follows:
  - Status of GAD Fund for CY 2015 and CY 2016

- Review and Revisit the Status of Regional GAD Plan and Budget for CY 2015
  - Presentation on the Inputs/Comments of PDPB on the Regional GAD Plan for CY 2016.
  - Presentation on the Consolidated Regional GAD Plan and Budget for CY 2017
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- Conducted Gender Sensitivity Training (GST) cum Team Building to all untrained DSWD NCR Employees wherein a total of 208 or 87.39% out of 238 target participants were trained. Likewise, the Center/Residential Facilities also conducted the same activity, GST to their respective staff particularly those untrained staff.
  - Conducted GAD Training on LGBT and SOGIE to staff of DSWD-NCR last February 19-20, 2015, GAD Training cum Planning Workshop to MOVE NCR Chapter last August 2015 and GAD training to ABSNET WEST Cluster on November 27, 2015.

### ***b.3. RIACAT VAWC***

- RIACAT VAWC Meeting was conducted on August 27, 2015 with the agenda as follows:
  - Sharing of the Draft Guidelines on DSWD Recovery and Reintegration Program on Trafficking in Persons (RRPTP)
  - Revisit the Guidelines for Social Workers and Other Service Providers in Conducting Rescue Operation of Trafficking in Persons
- One of the highlight of accomplishment of the RIACAT was the revision of the Guidelines for Social Workers and Other Service Providers in Conducting Rescue Operation of Trafficking in Persons wherein their proposals were included in the amendment.
- Participated in the National IACVAWC and RCAT-VAWC Joint Evaluation Planning Workshop on VAWC on October 5-9, 2015, initiated by PCW in coordination with Inter Agency Council on Violence against Women (IACAT-VAW).

## **c. Family Welfare Program**

### ***c.1. Celebration of Special Events***

#### *National Family Week Celebration*

- Conducted the Annual Family Thanks Giving Day participated in by the Regional Inter- Agency Committee for the Filipino Family (RIAC-FF) member agencies from Department of Interior and Local government (DILG-NCR), Department of Labor and Employment (DOLE-NCR), Metro Manila Development Authority (MMDA), National Housing Authority (NHA), Population Commission (POPCOM), Philippine Information Agency (PIA), Commission on Higher Education (CHED), Department of Education (DepEd), National Commission on Muslim Filipinos (NCMF), Center for Health and Development (CHED), Technical Education Skills Development Authority (TESDA) and NGOs such as the Educational Research Development Authority (ERDA) International Justice Mission (IJM) and representatives from the seventeen (17) LSWDOs and selected Pantawid Pamilya Family beneficiaries, parent leaders last September 25, 2015 at the Music Hall of SM Mall

of Asia, Pasay City. The activity was graced by the Honorable Mayor Del R. De Guzman of Marikina City and Ms. Ma. Venus Raj, the Ambassadors of Child's Welfare and 2010 Ms. Universe 4<sup>th</sup> Runner-up shared her humble beginnings.

- The event was a fun-filled day which was divided into two (2) parts: the morning program is composed of fun games while the afternoon activity was highlighted by the awarding of the 2015 Huwarang Pantawid Pamilya. Dir. Ma. Alicia S. Bonoan highlighted the sharing of the background of Family Week Celebration and sharing on the importance of Children's Rights in Contemporary Families. On the other hand, the afternoon program showcased the talents of children from ERDA Foundation, Sama Bajau, inspirational messages from special guests and the awarding of the winner of Huwarang Patawid Pamilya for 2015.

## **c.2. RIACAT VAWC-FF**

- As of this period the FO has conducted two coordination meetings of the Regional Inter-Agency Committee on VAWC and Filipino Family held on June 18, 2015 and September 22, 2015 participated in by key member government agencies such as: PNP-WCPD, NBI-AHTRAD, IACAT-OPCEN, IJM, DILG, PopCom, DOH, IJM, Visayan Forum among others with the agenda as follows:
  - Regional concerns relative to Family, victims of VAWC and Human Trafficking
  - Preparations for the annual awarding of the Huwarang Pantawid Pamilyang Pilipino

## **C.3. Social Protection Services: Provision of Technical assistance to Organic Staff and Intermediaries along direct implementation of protective services to Residential and Non-Residential Facilities as well as community based services**

- The field office together with the 17 Local Government Units of Metro Manila are continuously providing programs to build strong and responsible families that nurture and enhance development of its members such as Pre-Marriage counseling, Parent Effectiveness Service (PES), Marriage counseling, family counseling, Empowerment and Reaffirmation of Paternal Ability Training (ERPAT), Responsible Parenthood Seminar, Mothers Class or seminar on maternal and child health, Family Planning, Fertility and Sexuality Awareness and Values Orientation is being implemented as part of the strategies in achieving this goal.
- All the seventeen (17) Local Government Units are continuously implementing the devolved programs on marriage counseling, parent effectiveness services and family counseling as part of the regions standards setting of service providers. Likewise, continues technical assistance along case management and as resource persons were provided to the partner LSWDOs.

### **c.3.1. Pre / Marriage Counseling**

- The Population Commission continuously implements its mandate in implementing the PMC Guidelines thru Joint Memo Circular No. 1 series of 2002 which was approved joined with Dept. of Interior and Local Government (DILG), Dept of Health (DOH), Dept of Social Welfare and

Development (DSWD) and Commission on Population (POPCOM). The amendments cover the following composition, eligibility, and functions of the PMC Team; Roles of local bodies; Roles of National and Regional Coordinating Agencies; and PMC Service Protocol and Training of PMC Team.

- All the seventeen (17) LGUs continuously conduct Marriage and Parenting Effectiveness Seminar from January to December 2015.

### *c.3.2. Implementation of the NFVPP and ERPAT as prevention programs*

- A roll out activity on the implementation of DSWD's Social Technology Bureau initiated Trainers Training on the Empowerment and Reaffirmation of Paternal Abilities (ERPAT) shall be conducted this 2016.

### *c.3.3. Comprehensive Program for Solo Parents*

- Efforts to institutionalized implementation of the comprehensive package of psychosocial services to solo parents are a continuous advocacy with member agencies of the Sub-Committee on Solo Parent.
- Circulated a letter to all 17 LGUs requesting for the submission of Solo Parents survey in their respective locality as well as the services provided to target clients dated January 2015.
- A total of twenty (20) inquiries of Solo Parents on how to apply for solo parent ID and how to avail other services were responded by the region through electronic and regular mail. To date, all the seventeen (17) LGUs are issuing solo parent certification/ID. Most of the programs accessed to solo parents were on referral to financial, medical assistance, legal, counseling, livelihood, housing educational and certification to avail the 7 days leave.

### *c.3.4. Care and Support to Persons Living with HIV*

- For CY 2015, the Field Office provides continuous support to PLHIV through provision of counseling services and financial assistance. Likewise, the following activities were also conducted:
  - Consultation Dialogue re: PLHIV programs and services on December 14-15, 2015 held at the Makati Palace Hotel.
  - Basic Business Management Training (BBMT) as requisite for the provision of capital assistance held at the DSWD-NCR Karunungan Conference Room participated in by 35 qualified PLHIV on November 2 and December 2, 2015.
  - Assessment Meeting and Action Planning re: PLHIV conducted last December 16, 2015.

## d. Person With Disabilities Welfare Program

### ***d.1. Celebration of Special Events***

#### *Independence Day*

- Conducted Freedom Walk 2015 in celebration of the Independence Day held on June 14, 2015 with this year's theme **"Each Step We Take, All Barriers we Break"** with an aim to advocate the rights of PWDs. A total of 1,100 PWDs and support group were mobilized to attend the said activity.

#### *Disability Prevention and Rehabilitation Week*

- As a State policy enshrined in Proclamation No. 1870 (1979), as amended by Proclamation No. 361 (2000) and Administrative Order No. 35 (2002), NDPR Week is being commemorated annually every July 17-23, that aims primarily to stimulate public awareness on the issues and problems of disability, thereby encouraging every citizen of the country to take active responsibility in the upliftment of the economic and social conditions of PWDs of our society.
- Conducted the post NDPR celebration: Orientation on Disaster Preparedness and Management in celebration of the NDPR week last August 13, 2015 in line with the preparation for the "Big One" in NCR participated in by a total of 100 PWDs from 17 LGUs held at Bulwagang Amoranto, Quezon City Hall.

### ***d.2. Regional Committee on Disability Affairs (RCDA)***

Inter-agency collaboration is one of the mechanisms of the region to advocate and ensure PWDs issues and concerns are responded in a region wide scope. With this the NCR RCDA conducted several activities for this year to wit:

- ***1st quarter meeting held April 23, 2015*** at Manila Grand Opera, D. Jose, Manila with the agenda as follows:
  - Sharing on the Concept on Enhancement of Program and Services of NVRC and RSW
  - Orientation on Completed Social technology project for PWDs: rehabilitation Sheltered Workshop for PWDs
  - Priority Activities for CY 2014
- ***2<sup>nd</sup> quarter meeting held on June 30, 2015***, Bulwagang Amoranto, 2<sup>nd</sup> floor Quezon City Hall with agenda as follows:
  - 2014 Regional Inter-Agency Accomplishments
  - 2015 Regional Inter-Agency Plan
  - SWD Laws Monitoring
  - 2015 NDPR Week Celebration
- ***3rd quarter meeting*** held October 13, 2015, 4<sup>th</sup> floor, BOC Building, Mandaluyong City Hall
  - Orientation on Disaster Preparedness and Management
  - Sharing on Disability Data of Department of Education

- Orientation on Local Governance Performance Management System
  - Sharing on the PWD Abylimpics
  - DSWD New projects
    - o SWD Model of Intervention for PWDs
    - o Homecare Support Services for Senior Citizens and PWDs
  - RCDA Capability Building for 2015
- ***Year-end Meeting cum Capability Building and Planning Workshops*** was conducted last December 1-4, 2015 participated in by member agencies such as MMDA, NCDA, DPWH, DOH, TESDA, DTI, Dep Ed, NCR PO, DOTC and DOLE and LGUs of Makati, Manila, QC, San Juan, Pateros, Malabon, Navotas, Las Pinas, Paranaque, Navotas, Malabon, Paranaque, Pasay, Taguig, Marikina.
  - Participants were oriented on the Inclusive Disaster Preparedness and Management Concepts, Barangay Base Organization, PWD Profiling and Documentation of Good practices. Accomplishments of NGAs and LGUs to achieve the goals of the strategy were identified during the activity. Likewise gaps identified were included in the formulation of Regional Inter-Agency Plan for PWDs. The said plan served as guide for the LGUs and NGAs on the implementation of programs and services for PWDs for CY 2016.

### ***d.3. Program Development/Social Technology Project***

#### ***d.3.1. Music and Arts Therapy Program***

- For this year, the three (3), 24 sessions of music and arts therapy program were completed which benefitted 25 children with autism. This enhanced the potentials, developed new skills, modified behavior and enriched socialization and communication skills of clients through music and arts therapy. Sessions were facilitated by SPED teachers with the assistance of AHPI and EGV Staff.

#### ***d.3.2. Homecare Support Services for Senior Citizens and PWDs***

- Homecare Support Services for SC and PWDs was implemented at Valenzuela City. For this project, a total of 164 individuals were identified beneficiaries of the program, 137 are Senior Citizens and 27 are children with disabilities.
- CSWDO together with the OSCA, SC and PWD federation officers and Barangay Officials identified and recruited 50 home care volunteers; 45 are Senior Citizens while 5 are PWDs. Criteria of volunteers are the following: 1) community member or those who are willing and have the interest and time to provide home care services to SCs and PWDs and with good interpersonal relationship/good standing in the community.
- Capability building of volunteers/home carers was conducted last September 28 – October 2, 2015 at Sunrise Holiday Mansion, Alfonso Cavite. Said training provided them necessary training and hands –on workshop which equipped them with knowledge, attitude and appropriate skills (KAS) on proper care of frail, sick, bedridden senior citizens and persons with disability.

- *“Reporting System and Prevention Program for Elderly Abuse Cases (ReSPPEC)”*

Conducted four (4) Consultation Meeting with Stakeholders in Valenzuela (OSCA, CSWDO and officers of SC Federation) on the conceptualization of the program “Reporting System and Prevention Program for Elderly Abuse Cases (ReSPPEC)”

This project aims to strengthen partnership and networks between and among the senior citizens sector, stakeholders and partners in responding to elderly abuse cases. DSWD NCR staff together with staff from OSCA, CSWDO, City Health Office, PNP, Senior Citizens Organization of LGU Valenzuela was also provided Capability Building on implementation of the said program.

- *“Homecare Support Services for Senior Citizens”*

Homecare Support Services for SC and PWDs was implemented at Valenzuela City. A total of 164 individuals were identified beneficiaries of the program, 137 are Senior Citizens and 27 are children with disabilities.

## e. Youth Welfare Program

### *e.1. Celebration of Special Events*

#### *PYAP DAY 2015*

- PYAP Day was held last August 15, 2015 at the Universidad de Manila wherein technical lecture series on different programs and services by DOLE-NCR, TESDA-PAPAMARISAN and Youth At Venture was provided to 500 youth participants from 12 LGUs in NCR for their information and easy access.
- Likewise, PYAP members and officers were oriented on RA 9344 and Unlad Kabataan Program (UKP) for PYAP of Muntinlupa, Calocan, Valenzuela and Malabon.
- For CY 2015, eight (8) PYAP officers and Focal persons meeting were conducted to ensure functionality and strengthening of PYAP Federation hosted by City of Marikina, Muntinlupa, Calocan, and Malabon while two (2) meetings were held at DSWD-NCR Office.
- Participation in the National Youth Congress last October 2015 participated by Mr. Joshua Delos Santos, PYAP NCR President. First (1<sup>st</sup>) National PYAP Meeting held on November 16, 2015.
- Conducted “Youth Leadership Training” on November 26-28, 2015 (2<sup>nd</sup> Batch) held at the Makati Palace Hotel, P. Burgos St. Makati City wherein a total of 100 participants consists of PYAP Officers/Members and MCCT beneficiaries attended the activity.
- Conducted “Youth Camp” activity last December 18-19, 2015 held at Caliraya Resort, Lumban, Laguna participated in by 150 participants including PYAP Officers/ Members and MCCT beneficiaries.



- Celebrated “OBBSB Laudation Night” on December 9, 2015 at the PICC Forum participated in by the OBBSB Partners and beneficiaries and DSWD-NCR staff
- Conducted the “4<sup>th</sup> Quarterly Regular Meeting of the Regional Youth Advisory Council - NCR (RYAC-NCR)” on December 11, 2015 at TAYO Conference Room, NYC Office, Quezon City attended by 10 participants including RYAC members.
- Lastly, “MCCT-HSF Year End Celebration” was held last December 22, 2015 at the Cuneta Astrodome attended by 1000 participants composed of MCCT-HSF Beneficiaries.

## ***e.2. Organization of Inter-Agency Committee: As Chair / Secretariat to the Regional***

### ***Juvenile Justice and Welfare Committee (RJJWC)***

In compliance to RA 10630 as amended, a need to organize a regional committee to monitor implementation of juvenile justice and welfare development activities as follows:

- Conducted regular meetings of the RJJWC-NCR held on October 16, 2015 and December 2, 2015 respectively participated in by the representatives from member agencies.
- Conducted orientation on the Formulation of Local Juvenile Intervention Program (CLJIP) to the members of Barangay Councils for the Protection of children to include the cities of Malabon, Navotas, Mandaluyong, Caloocan and Valenzuela City.
- Monitored nine (9) Police stations to ensure that there are no minors detained in jails or police precincts.
- Participated in the REGIONAL YOUTH ADVISORY COUNCIL MEETING- National Capital Region (NCR) held on August 25, 2015; 10:00 AM – 3:00 PM at the Center for Health and Development – National Capital Region (CHD-NCR), Barangay Road, Block 6, Welfarebill Compound, Addition Hills, Mandaluyong City.

## ***e.3. Social Technology Development***

The following projects are continuously implemented along social technology development:

### ***f.3.1. Ako’yKasali, Transitional Living for Effective Reintegration (TransFER)***

The Child Participatory Council of Marillac Hills are active in the monitoring of rules and regulation in each dormitory. Likewise, officers were mobilized in checking of belongings of resident’s visitors and in the inventory of donations.

Conducted regular meetings of officers and committee with the Social Workers to ensure that planned activities and gaps are properly address and maintained a freedom wall were all could expressed their

feelings and wishes. Fortunately, all residents responded positively in this activity as this served as acknowledging their feelings and concerns. Likewise, active participation of CPC helped the residents to be more at ease in the center and prevent untoward incidents.

### *e.3.2. Supervised Independent or Group Living Arrangement (SIGLA)*

For CY 2015, Marillac Hills continuously implements the project wherein 3 CICL are included in as majority of the CICL who are on suspended sentence committed heinous crime while the other CICL is still attending trial proceedings. For this period, 2 CICL are presently employed as data encoder in Pantawid Program as Job Order. Furthermore, 1 CICL is still employed as stay-in helper in Quezon City as per approval from the presiding judge. Two (2) CICL submitted their application as data encoder in DSWD-NCR and still waiting for the response. In addition, one (1) survivor of SA is employed as sales lady in South Supermarket, Alabang, Muntinlupa

### *e.3.3. Time Bound Case Management (TBCM) and BARKADA sa Barangay*

Movement of cases were continuously monitored in Marillac Hills as the Rehabilitation Team conducted weekly meeting to assess the rehabilitation of the residents using the SFI, RI and MSSM Tools. Rehabilitation Team Meeting is being conducted every Wednesday.

## **1.2. Consultation Dialogues with C/MSWDO**

A total of three (3) Consultation Dialogues with C/MSWDOs were conducted for CY 2015 and were held on March 27, 2015 at Peoples Hall SM Aura, Taguig City, June 26, 2015, Eurotel, Alabang-Zapote, Almanza Uno, Las Piñas City and November 6, 2015 at Valenzuela City Hall respectively which were participated in by C/MSWDO Heads and Representatives of 17 LGUs of the National Capital Region.

Highlights of the dialogues were the following:

For the 1<sup>st</sup> Quarter CY 2015:

- Sharing on the Oplan Balik Bahay Sagip Buhay (OBBSB)
  - Brief Background Orientation
  - Hiring of Staff Complement for OBBSB
- Status of Bottom Up Budgeting (BUB) Implementation
- Status/Updates on Pantawid Pamilya Program
  - Open Selection of Beneficiaries
  - New Timeline on Compliance Verification
  - Reiteration of Guidelines on Inclusion Error
  - Graduation Treat
  - Mainstreaming of MCCT-HSF to Operation Offices
- Sharing of Joint Guidelines on the Accreditation of Civil Society Organizations (CSOs)
- Sharing of Protective Services Program (MC No. 04, series of 2014)
- Updates on Social Pension
- Sharing of IDCB Calendar of Activities
- Mass Hiring for the Conduct of the 2<sup>nd</sup> Round of Household Enumeration

- SWAD Concerns
- Awarding of Certificates of Appreciation to CSWDOs with complete attendance FY 2014

For the 2<sup>nd</sup> Quarter CY 2015:

- Presentation of Las Piñas Programs and Services
- Unified Memorandum of Agreement (MOA)
  - C/SWDO Updates on LCEs on the approval of Unified MOA
- Updates on OPLAN Balik Bahay Sagip Buhay (OBBSB)
- Updates on the Contingency Plan for 7.2M Earthquake
- Updates on the Supplemental Feeding Program (SFP)
- Hosts for the 3<sup>rd</sup> Consultation Dialogue for 2015

For the 3<sup>rd</sup> Quarter CY 2015:

- Sharing on Updates on:
  - Bottom Up Budgeting
  - Pantawid Pamilyang Pilipino Program
    - Work station/operation office
    - MCCT-HSF/OBBSB
    - Listahanan
- Sharing on the AO no. 5 Series of 2015 or the DSWD Thrust and Priorities for C.Y. 2016
- Guidelines in Rescue Operation
- Referral to Center/Residential Care Facilities during Reach Out Operation
- Work Station of CDMAT Offices in LGU
- Preparation of the 3 Years TARA Plan
- Host for the 4<sup>th</sup> Consultation Dialogue for 2015

### ***1.3 Review of Manual of Operations/Existing Guidelines/Draft Manual as Proposed by Central Office or Units/Centers/Institutions of the Field Office***

The region reviewed a total of twenty-nine (29) CO-Initiated Policies / Guidelines and comments and recommendations were provided on the following:

- Draft DSWD Planning System
- Draft C/MTP Manual
- Draft Enhanced RRPTP Guidelines
- Draft DSWD Planning System
- Draft Enhanced CY 2007 Area Vocational Rehabilitation Center (AVRC) Manual of Operation
- Draft Child Protection Policy
- Draft Position Paper on the Sharing of Income for Productivity Activities of Residential Care Facilities
- Joint Memorandum Circular on Rules and Regulations on the Grant and Compensation-Related Magna Carta Benefits to Public Social Workers (PSWs)
- Draft Risk Management User Guide
- Draft Guidelines of the Protective Services Program

- Enhancement of AO 44 s 2002, Guidelines in the provision of TARA to DSWD Intermediaries
- Addendum to AO # 02 Guidelines in the Implementation of the Comprehensive Intervention Against gender-Based Violence (CIAGV)
- Draft DSWD Implementing Procedures on CSO Accreditation
- Draft DSWD-JJWC Guidelines on the Selection of Priority LGUs and on the Procedure of Allocating Five Million National Government Contribution for the Enhancement, Completion, Construction or Establishment of Bahay Pag-Asa
- Request for Extension of Deadline on the Submission of Comments/Inputs to Guidelines on the Provision of SEED Capital Fund Assistance through SLP
- Comments on the Draft Guidelines in the Implementation of CashTransfer/Cash Voucher
- Guidelines on the Implementation of the Music and Art Therapy for Persons with Disability (PWD) especially those with Autism Spectrum Disorder (ASD) and other Individuals with Special Needs
- Proposed MC Re: Policy Note on Children for Adoption Whose Families are Beneficiaries of Pantawid Pamilya Pilipino Program
- Draft DSWD-JJWC Guidelines on the Selection of Priority LGUs and on the Procedure of Allocating Five Million National Government Contribution for the Enhancement, Completion, Construction Or Establishment of Bahay Pag-asa
- Draft Guideline on the Protocol and Code of Ethics for Assessors/Accreditors Implementing DSWD's Regulatory Services
- Guidelines on Cash Donations for Disaster Risk Reduction and Management (DRRM) Program
- Draft Joint-Resolution on Accreditation of the Beneficiary CSO Organization
- Draft Guidelines on the Sharing of Income for Productivity Activities of Residential Care Facilities
- Draft Guidelines on the Implementation of Music and Art Therapy for Persons with Disability (PWD) especially those with Autism Spectrum Disorder (ASD) and other Individuals with Special Needs
- Draft DSWD Harmonized Performance Contract (PC) Indicators for CY 2015 Office Performance Contract (OPC)
- Revised Harmonized Performance Contract Indicators for CY 2015 Office Performance Contract (OPC)
- Administrative Order No. 15 series of 2012: Amended AO No. 11 series of 2007 entitled Revised Standards on Residential Care Service
- Memorandum Circular Re: Policy Note on Children for Adoption Whose Families are Beneficiaries of Pantawid Pamilyang Pilipino Program
- Draft 2016-2021 DSWD Evaluation Agenda

Further, the Regional Policy Development Review Committee (RPDRC) conducted nine (9) meetings for CY 2015 and reviewed a total of eighteen (18) FO-Initiated guidelines as follows:

- Guidelines on Regional Learning Resource Center (RLRC)
- Amended Guidelines on IDCB: Regional Memorandum No. 3 Series of 2012: Guidelines on the Institutionalization of Institutional Development and Capability Building (IDCB) Focal persons in DSWD Centers and Institutions and Units
- Review of Jose Fabella Center (JFC) Manual of Operation

- Guidelines on the Management of Private Sponsored Staff at EGV
- Guidelines on Day/Night Minding Center
- Guidelines on Activity Centers for Street Children within Metro Manila
- Policy on Seclusion as a Risk Management Technique in Managing Violent Behavior of Women with Mental Illness
- NVRC Manual of Operation
- RSW Manual of Operation
- EGV Manual of Operation
- Guidelines on the Share-A-Home Program
- Guidelines in the Operation of Community Based Service Section
- Guidelines on EGV Internal Policy on Alcohol Use and Drug Abuse
- SSDD-Quezon City Manual of Operation
- Guidelines for Issuance of Waiver for Clients Rejected by their Families/Relatives
- Policy in assigning House Parent with Medical Background in Infirmary
- Policy on Safekeeping of Personal Valuables and Belongings of Clients
- GRACES Manual of Operation

Likewise, the region approved two (2) FO-Initiated guidelines namely:

- Elsie Gaches Village Manual of Operation
- Guidelines on the Use of DSWD-NCR Learning Resource Center (LRC)

#### **1.4. Research Proposals Approved and Undertaken**

For CY 2015, a total of seventy-six (76) research proposals were approved and undertaken and to date there were already three (3) researchers who submitted final and approved copy of their manuscript with the research title as follows:

- The Effect of Environmental Modification on Enhancing the Daily Living Activities of Clients with Cognitive Impairment
- When Giving Becomes a Crime
- Instructional Program for Caregivers on Personal Health Care of Teens with Disability

#### **1.5. National Household Targeting System for Poverty Reduction**

Target Household for Assessment versus Synchronized vis-à-vis Identified Poor Households per Local Government Unit during data collection phase:

Local Government Unit	Target Household for Assessment	Total Assessed and Synchronized to Listahanan database	Initial list of poor based on PMT Result as of October 26, 2015
Caloocan	160,640	169,782	21,380
Las Piñas	44,740	51,104	3,791
Makati	30,208	27,022	2,792
Malabon	86,252	54,547	5,950
Mandaluyong	21,780	37,913	2,247

Manila	233,316	201,782	36157
Marikina	47,988	37,346	1,769
Muntinlupa	40,852	48,024	2,346
Navotas	82,532	38,159	2,618
Parañaque	50,820	49,048	2,286
Pasay	37,720	47,194	4,712
Pasig	76,524	50,430	5,097
Pateros	9,744	6,294	606
Quezon City	205,780	229,563	16,164
San Juan	8,664	6,814	687
Taguig	55,272	70,838	9,312
Valenzuela	74,460	59,398	5,516
<b>GRAND TOTAL</b>	<b>1,267,292</b>	<b>1,190,434</b>	<b>123,430</b>

## Analysis:

A total of 93.93% or 1,190,434 households were assessed and synchronized in the Listahanan database as against the target of 1,267,292 households during the data collection phase. From the total number of synchronized data in the Listahanan database, 123, 430 or 10.36% were identified poor based on initial PMT Result last October 26, 2015.

To complete the presentation of the target versus the result of Data Collection Phase, below are the breakdown of household was not yet assessed/enumerated due to the following reasons:

LGU	Refused to be interviewed	No Qualified Respondent	Vacant	No Respondent	Household transferred to nearby Region	Total # of Error/ Unsynchronized HHs	GRAND TOTAL
Caloocan	0	0	0	0	647	3,172	<b>3,819</b>
Las Piñas	147	0	0	0	147	939	<b>1,233</b>
Makati	1,997	896	201	0	1,797	534	<b>2,331</b>
Malabon	164	0	0	0	997	1,706	<b>2,703</b>
Mandaluyong	106	0	0	0	165	789	<b>954</b>
Manila	446	0	0	0	4,287	2,737	<b>7,024</b>
Marikina	41	0	0	0	827	924	<b>1,751</b>
Muntinlupa	0	0	0	0	2,029	613	<b>2,642</b>
Navotas	503	0	0	0	2,591	1,576	<b>4,167</b>
Parañaque	13	2,604	1,040	0	2,051	678	<b>2,729</b>
Pasay	3,009	423	176	14	2,912	528	<b>3,440</b>
Pasig	1,443	0	0	0	4,220	580	<b>4,800</b>
Pateros	56	9	17	0	268	165	<b>433</b>
Quezon City	30	0	0	0	8,899	5,436	<b>14,335</b>
San Juan	23	36	20	28	1,761	155	<b>1,916</b>
Taguig	934	458	509	0	0	1,900	<b>3,801</b>
Valenzuela	1,994	896	201	0	851	737	<b>4,679</b>
<b>GRAND TOTAL</b>	<b>10,906</b>	<b>5,371</b>	<b>2,896</b>	<b>67</b>	<b>34,449</b>	<b>23,169</b>	<b>76,858</b>

Target Household for Re-Assessment vis-à-vis Re-Assessed per Local Government Unit during Validation Phase:

Local Government Unit	Target for Re-Assessment	Received Complain as of December 15, 2015	Re-Assessed
Caloocan	35,341	24,163	2,277
Las Piñas	9,843	5,785	1,249
Makati	6,646	6,203	1,356
Malabon	18,975	7,566	223
Mandaluyong	4,792	5,151	214
Manila	51,330	19,224	5,940
Marikina	10,557	11,441	2,089
Muntinlupa	8,987	11,449	3,142
Navotas	18,157	11,659	2,902
Parañaque	11,180	6,495	420
Pasay	8,298	6,846	531
Pasig	16,835	12,766	3,414
Pateros	2,144	2,288	2,088
Quezon City	45,272	20,684	4,801
San Juan	1,906	2,209	1,979
Taguig	12,160	10,041	578
Valenzuela	16,381	9,462	24
<b>GRAND TOTAL</b>	<b>278,804</b>	<b>173,432</b>	<b>33,227</b>

## Analysis:

From the total target for validation, a total of 173,432 partial list of received complain were verified and encoded during the community assemblies conducted by NHTU in the 17 LGUs of which 19.15% or 33, 227 were already re-assessed by the field staff. Most of the received complains fall under Exclusion Error Number 1 and Exclusion Error Number 2.

Please take note that the number of received complain could increase once the verification and encoding activity in the Field Office is finalized by January 10, 2016.

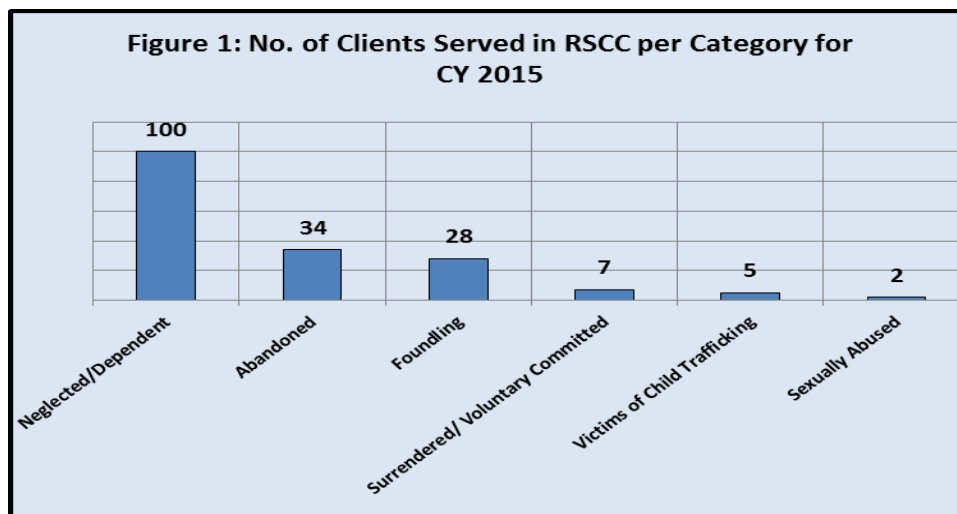
## Major Final Out II: Social Protection Services

### MFO 2a1: Residential Based Services

#### Residential Based Services

#### Reception ad Study Center for Children

RSCC has served a total of 176 clients or 123.08% of its annual target cases. Of the 176 clients served, 67 are carry over cases while 109 are new admissions for CY 2015. The figure below shows the breakdown of case category served by the center:



As reflected in the graph, majority of the cases served are neglected/dependent cases with 100 or 56.82% of the total children served, followed by (34) abandoned children, (28) foundlings, (7) surrendered/voluntary committed, (5) victims of child trafficking and (2) sexually abused.

Moreover, a total of 32 children were reintegrated to family/relatives, 5 placed for inter-country adoption, 3 placed for foster care, 3 transferred to other facilities and 1 placed for local adoption.

Among the highlights of accomplishment of RSCC for the CY 2015 are the following:

- For CY 2015 there are 21 residents who were issued CDCLAA. With 12 new dossiers that were submitted to Field Office NCR for review and / or endorsement to Central Office for the Certification to be processed, four (4) were returned on October 2015 due to lacking documents / information. RSCC is still waiting for the media certification before returned dossiers be submitted back to the Field Office.
- Out of the 20 children with CDCLAA, 8 are under Special Home Findings of ICAB. Out of it three (3) were closed having no available families that matched their needs, three (3) were re-opened and updated dossiers were already submitted to ICAB for recruitment of PAPs while two (2) are waiting to be matched.
- For the remaining 12 children with CDCLAA, six (6) have been placed-out to adoptive parents, five (5) thru Inter-Country Adoption and one (1) thru domestic adoption; one (1) is due for entrustment to foreign

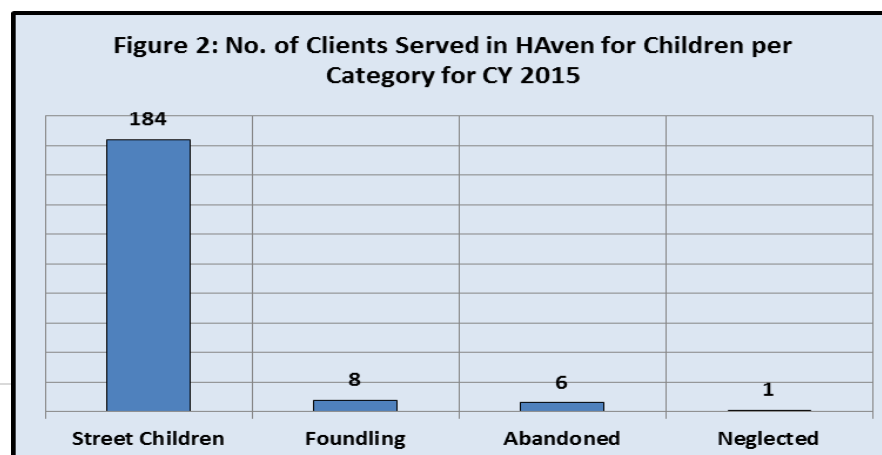


adoptive parents by CY 2016; and one (1) is awaiting acceptance by the foreign PAPs. Four (4) are for local matching.

- Ten (10) RSCC children participated in the send-off activity for Pope Francis at Villamor Air Base on January 20, 2015. These children were given an opportunity to participate / developed self-esteem which plays a vital role in their development.
- In observance of the Nutrition Month Celebration, RSCC Dietary Service Unit spearheaded the weighing and nutritional assessment of children and staff for the whole month of July 2015. Other activities were also conducted such as Zumba that was participated-in by children and staff, lecture on “Pinggang Pinoy” and Nutri-Bingo, where staff, especially were introduced to the nutritious foods. The whole month activity which benefitted 148 children and staff of RSCC, aimed to increase awareness on the importance of proper nutrition and physical activity in the prevention of overweight and obesity.
- Social Services Unit facilitated the 2015 National Children’s Month Celebration at RSCC. The activity was participated by all the children of RSCC except the babies and those with medical conditions. This activity is one way of advocating children’s rights and promotes active participation among children the center being catered.
- In able to achieve the well-being of the clients in the center medical and nursing services were continuously provided. These include oral, topical medicines, wound cleaning and dressing, suturing and monitoring. Health information was regularly given during one on one consultation through basic education about one’s illness, advice on healthy lifestyle and disease prevention. The Medical Services Unit also spearheaded the water potability testing in coordination with Manila Water to ensure health and safety of the residents.

## **Haven for Children**

For CY 2015, Haven for Children has served a total of 199 clients or 99.5% of the 200 target for the year. From the total clients served, 112 are carry over cases from the previous year(s) while 87 are new admissions. 184 or 92% of total served cases are street children, 8 foundlings, 6 abandoned and 1 neglected. This is shown in Figure 2 below:



Further, there are a total of 46 cases of discharge for this year with 33 children reintegrated to their family/relatives and 13 were transferred to other facilities.

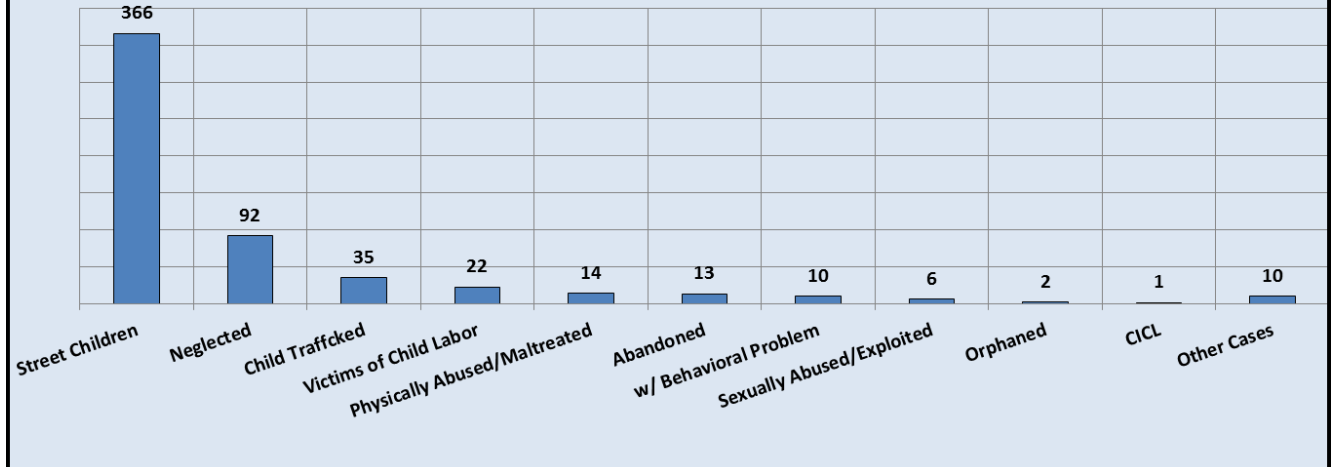
Among the highlights of accomplishment of Haven for Children for the CY 2015 are the following:

- Haven for Children holds its Annual Summer Youth Camp on May 6- 8, 2015. It was a three-day youth camp participated by all children. This activity aims to let the children experience outdoor teambuilding activities which targeted physical and mental development. Developing camaraderie among children and staff is also part of its objectives. This was held at the Philippine Marines Base Camp, Ternate, and Cavite.
- On October 16, 2015, there are 30 children participated in Lecture on STI/HIV/AIDS which was organized by the Medical Service. Dr. Aurora Ferrer, from the Muntinlupa City Health Office served as the Resource Speaker. This aims to raise the awareness of the children about the STI/HIV/ AIDS and how to protect their selves from being infected by these infections/ diseases. Children had a better / deeper understanding about the STI/HIV/ AIDS and the possibility of acquiring it through different activities and circumstances.
- In observance of Family Week celebration the center organized their own Family Day Celebration on September 19, 2015 wherein a total of 83 family members of the clients or families of 36 clients participated in the said celebration. There are also 30 sponsor visitor from Catholic Women's League and De La Salle Zobel School who participated. Through this activity children and their families were given an opportunity to have a quality time for each other which most of the time were being taken for granted due to different circumstances.

## **Nayon ng Kabataan**

Nayon ng Kabataan has served a total of 571 children or 188% vis-à-vis its 304 annual target. 376 of the children served are new admissions while 195 are carry over cases. 64.10% or 366 of the cases are street children, 92 cases of neglected, 35 child trafficked, 22 victims of child labor, 14 physically abused/maltreated, 13 abandoned, 10 with behavioral problem, 6 sexually abused/exploited, 2 orphaned, 1 CICL and 10 other cases. The graphical presentation of case category is presented in following figure:

**Figure 3: No. of Clients Served in Nasyon ng Kabataan per Category for CY 2015**



Furthermore, a total of 314 were discharged through reintegration to family (286), wage placement (1), independent living (6) and transferred to other facilities (21).

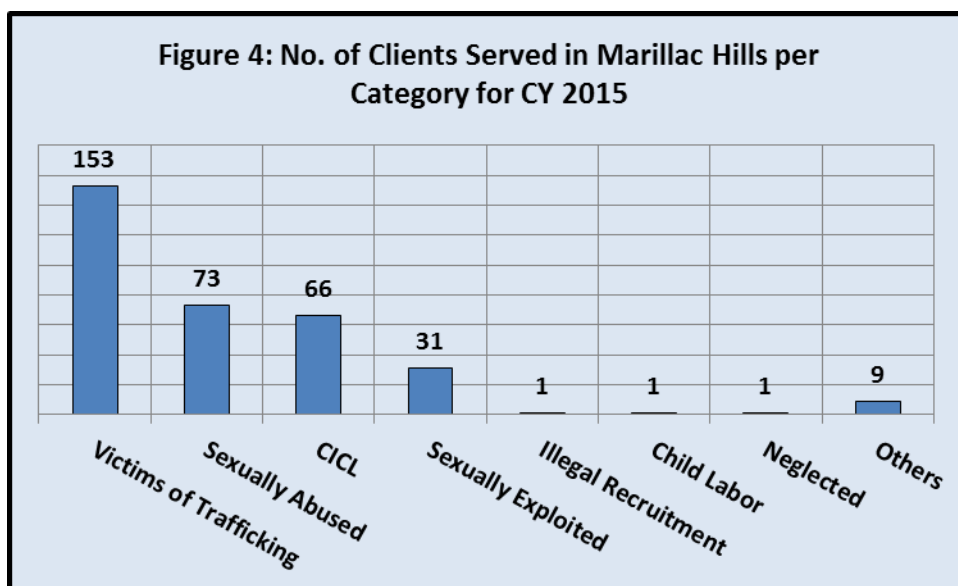
Among the highlights of accomplishment o Nasyon ng Kabataan for the CY 2015 are the following:

- On, productivity service, On May 6, 2015, the National Certificate Assessment was held at out training center for the assessment of ten (10) selected children from Dressmaking and ten (10) children from Hairdressing. All of them passed the said assessment and they are now certified hairdressers and dressmakers. This activity made these children regain their self- worth which was compromised before. They can now have skills which later on they can use as a means of income.
- On May 6, 2015 to June 12, 2015, three (3) staff from productivity service attended a thirty three (33) days of training on Trainer's Methodology I. The training is significant for the effectiveness of the delivery of the training as well as to capacitate staff in conducting skills training based on the Competency Standard required by the industries. The three (3) trainee staffs are now qualified trainers and assessors in Hairdressing NC II, Dressmaking NC II, and Bread and Pastries NC II.
- In celebration of the Children's Month with the theme "Komunidad at Pamahalaan Magkaisa, Pang-aabuso sa Bata, Wakasan na!" last November 2015, Social Service conducted a month long activities for the reiteration and promotion of Children's Rights. Creative Presentation of Child Protection Policy in the Center – On November 23, 2015, Social Service facilitated the creative presentation of selected children on child protection policy in the center during the flag ceremony. The presentation gives emphasis to the ideal procedure of admitting clients and the anti-bullying policy in the center. Through this activity children learned their rights, they were empowered to protect in different circumstances.

**Marillac Hills**

For CY 2015 Marillac Hills has served a totaled of 335 clients or 95.71% vis-à-vis its annual target of 350. 213 of its clients are carry-over cases while 122 cases are new admissions. Breakdown of the case category of the served clients of the center is illustrated in figure 4.

Moreover, there were 89 cases discharged through (63) reintegration to family/relatives, (23) transfer to other facilities, (2) independent living and (1) job placement.



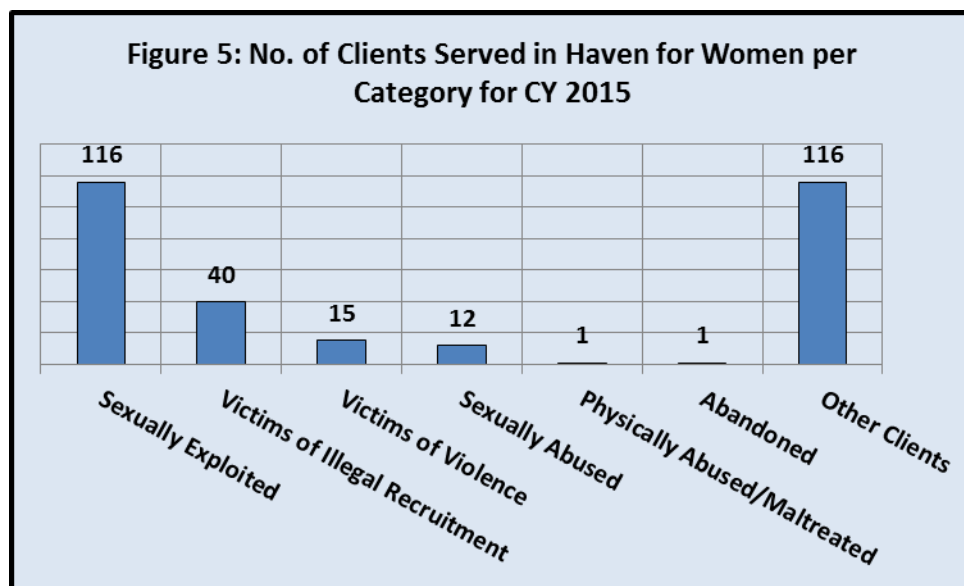
Among the highlights of accomplishment of MH for the CY 2015 are the following:

- Productivity Service, Cosmetology has the highest number of enrollees of 74 residents. Increase in number of enrolled students for Cosmetology was due to acceptance of residents from Haven for Women of 18 adults. Moreover, some of the residents enrolled more than 2 skills training to maximize their time inside the center. It was followed by computer, dressmaking, table skirting and bread and pastry baking with enrolment of 64, 41, 13 and 10 respectively. The residents from the center became productive, developed skills and equipped as part of their social preparation before reunifying with their parents/families.
- On December 15, 2014 IACAT conducted Dental and Medical Mission of which 184 residents availed the services (94 on medical service, 24 on dental service, 66 on OB Gyne service. Further, 2 staff availed OB-Gyne service and 20 staff were provided flu vaccine. This is one way of ensuring clients well-being.
- 3 residents are presently enrolled in St. Mary's College. 1 are taking up Bachelor of Science in Social Work as scholars of Caritas, Manila while the other 2 are taking up 2 -year course on Office Administration. Likewise, 1 CICL and 1 survivor of SA were enrolled in House Keeping and Cookery in Muntinlupa Training Center Institute. These opportunities being provided to these clients help them to regain their self-worth and an opportunity to have a better life situation despite any circumstances / predicaments they have been through.

- For this calendar year a total of 100 residents were rehabilitated. Appropriate case management and services that address the needs of the residents together with proper and continuous coordination with LGU's, continuous resource generation , advocacy and capacity building and networking for the healing and empowerment of the residents are the identified facilitating factors to increase the number of rehabilitated clients

## Haven for Women

A total of 301 cases were served by Haven for Women for CY 2015 which is 100.33% of its annual target of 300. 192 of its cases are carry over and 109 are new admission with case categories shown in the table below.



Furthermore, 129 cases were discharged through (108) reintegration to family/relatives, (2) transfer to other facilities, (14) independent living and (5) job placement.

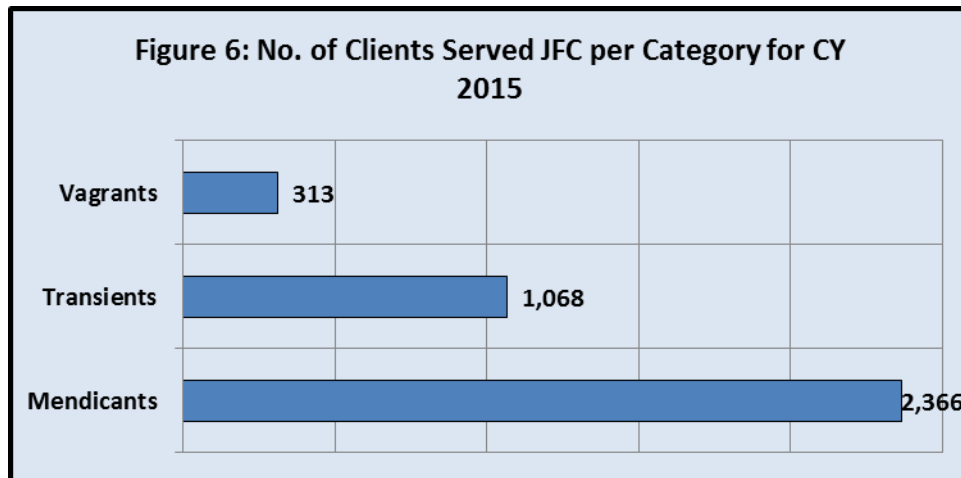
Among the highlights of accomplishment of HW for the CY 2015 are the following:

- Livelihood and productivity; Twenty seven (15) women are continuously attending the sub-con on rugs making and they received P 2,026.00 as payment for their labor; twenty three (15) women engaged in braided doormat, Sewing of 7 skirts and blouse of the students residents were also done. Through this residents were able to earn money which they can use to support their daily expenses once they are ready for discharge. This serves as one of therapeutic activities which helped the residents to recover from previous predicaments they have been through.
- Culminating activity was conducted as part of the celebration of the women's month celebration. The center had a week-long celebration with different activities such as motorcade activity, collage making contest, yoga session and declamation contest which was participated by all the clients and staff of the center.

## Jose Fabella Center

Jose Fabella Center (JFC) has served a total of 3,747 clients served for CY 2015 with case category of (2,366) mendicants, (1,068) transients and (313) vagrants. 67 of the clients are carry over cases while 3,680 are new admissions. The total clients served is 149% of the annual target of the center which is 2,500.

Breakdown of the case category of clients served is shown in figure 6.



Moreover, 3,092 clients were discharged through (2,472) reintegration to family/relatives, (614) transfer to other facilities and (6) home wage/job placement.

Among the highlights of accomplishment of JFC for the CY 2015 are the following:

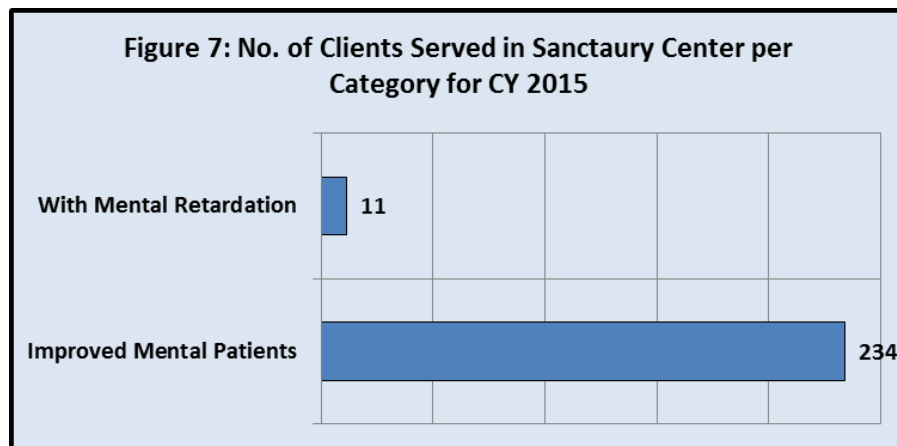
- Involvement of 52 abled and some improved mental patients and 5 staff in silk printing sponsored by UP Circle Entrepreneurs. This is done every Monday from 1:30 – 5:00 PM. Likewise 2 women and abled male clients are presently involved in bracelet making sponsored by Rizal Technological University as part of the MOA forged with them focusing on provision of livelihood training to JFC clients.
- Coordination and networking with hospitals (NCMH, Mandaluyong City Medical Center, Rizal Medical Center, San Lazaro Hospital, PGH, PCMC, etc.) is continuously done for free hospitalization and medication of clients; also with Rizal Funeral Services for free coffin and funeral services to the deceased clients of JFC.
- Coordinated with allied services especially on cases with medical problems and those undergoing social preparation for the eventual reunification of 3,464 clients to their families. Some clients with mental health problems were accepted by their parents/relatives.
- Expand coordination not limited to National Capital Region but to Field Officer of other Regions to fast tract discharge of clients thru request of Parenting Capability Assessment. This contributed to the

discharge of 319 clients who were reintegrated to their respective parents/ relatives for this calendar year 2015.

- Involvement of 15 children with special needs in the BOWEN Technique Therapy, a specific series of muscle and connective tissue movements designed to treat a wide range of problems and injuries. As a result 6 clients have already improved in talking and walking.

## Sanctuary Center

For CY 2015, Sanctuary Center has served a total of 245 clients or 102.08% of the 240 target for the year. From the total clients served, 165 are carry over cases from the previous year(s) while 90 are new admissions. Eleven (11) or 4% of total served cases are clients with mental retardation while 234 or 96% are improved mental patients. The following graph presents the category of cases served by Sanctuary Center



Further, there are a total of 74 cases of discharge for this year with 64 clients reintegrated to their family/relatives and 9 were transferred to other facilities. On the other hand, there are 2 cases of clients who had left the center without permission (LWP) and 1 mortality case due to health problem prior the admission to the center.

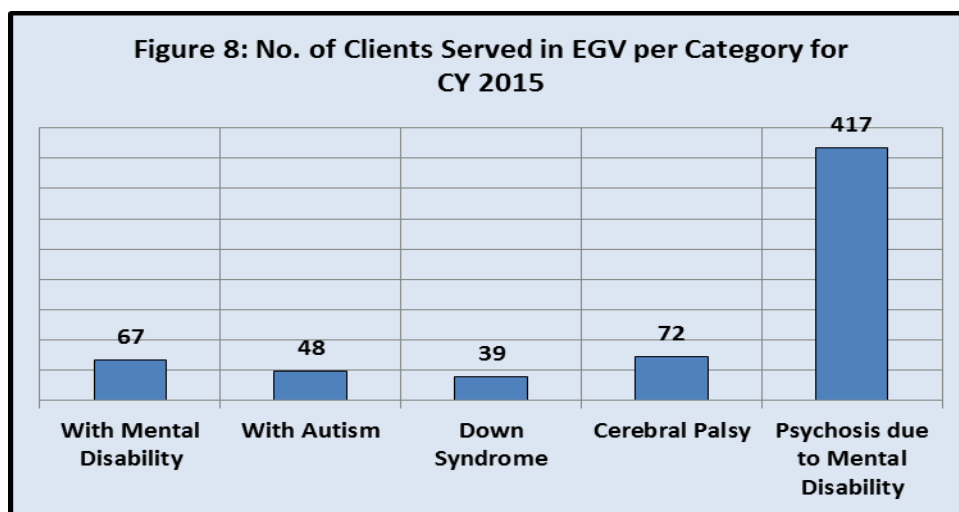
Among the highlights of accomplishment of SC for the CY 2015 are the following:

- The Soroptimist International of Mandaluyong City chapter was again actively involved in the center. They initiated the tree planting program which will involve clients from Sanctuary, Pantawid and MCCT beneficiaries engaged in urban gardening. This activity helped the clients to become productive and lessen their boredom while in the center.
- To ensure follow through of case management there five (5) pre discharge conferences for clients escorted to Naga Camarines Norte, Floridablanca, Pampanga, Subic, Zambales, Iloilo, Maragusan Compostela Valley, Davao City, Pangasinan and La Union. Another Pre-discharge conference held for clients discharged to relatives in Metro manila (Makati, Taguig, Las Pinas and Paranaque.)
- The center now has close coordination and collaboration with Operation Blessing which is the social welfare arm of 700 Club. They conducted eye checkup mission on June 25, 2015 and distributed free

eyeglasses to 70 clients with eye problems. They also initiated livelihood training on pedicure, manicure, foot spa and massage where selected 17 clients out of 44 attendees were provided starter sets which they can already use for earning a living. Further, sixty (60) clients attended their sponsored training on soap making conducted by ASC-Mom cares Marketing which also supplies the chemicals in do-it-yourself kit and Manual on formulation and mixing procedures. Finally, (7) seven clients with severe scabies were treated by volunteer dermatologist sponsored by Operation Blessing where they also donated medicines for skin ailment.

## Elsie Gaches Village

A total of 643 clients were served by Elsie Gaches Village for CY 2015. 92% or 591 of them are carry over cases from the previous year(s) while 52 new admission cases. The total served clients is 107.17% of the center's annual target of 600. The breakdown of cases is shown in the bar graph below:



Furthermore, there were cases discharged through (7) reintegration to family/relatives and (1) transfer to other facilities.

Among the highlights of accomplishment of EGV for the CY 2015 are the following:

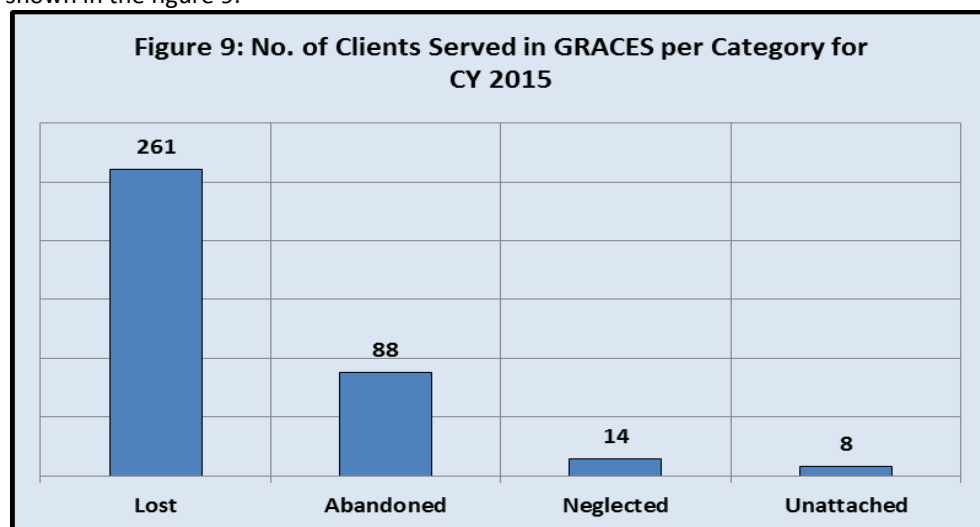
- There are eight (8) children who were issued CDCLAA. These children are being prepared for possible placement / adoption for local and international. This will give the children an opportunity to live with a family either adoptive or foster family.
- The center thru the Regional Institute for Tropical Medicine ( RITM) medical mission were able to assess and treat skin ailment of 84 residents on September 79 residents on November 11, 2015 where total of 163 clients benefited which addressed their medical needs and helped in preventing the spread of skin ailment among the clients.



- For this calendar year Music and Art Therapy integrated into the Special Education regular schedule had enrolled 23 students in its first season conducted on June 29 to September 7, 2015 and September 8 to December 15, 2015. It serves as one of the therapeutic activities which promote clients development.
- A total of 202 residents were engaged/ trained in various productivity skills activities. 107 children in cottage –based skills training; 62 in arts and crafts; 33 in gardening; 10 in National Greening Program -4k Project; 15 in reflexology ;22 life skills; 8 in buttoning and trimming newly sewn dress. Participation of ten residents to Lakbay Aral in relation to 4k Project – National Greening Program (NGP) of DENR. Children who were involved in this activity has acquired and improved skills which they can use to earn.
- In observance of Fire Prevention Month there are 30 residents participated in fire lecture and drill on March 26, 2015. In addition, in relation to disaster preparedness there are 576 residents in earthquake drill conducted on February 3, 2015 and the Metro Wide drill on July 30, 2015. Children acquired information on what will be the possibilities might happen if there is a disaster and the possible actions and preparations they have to do in able for them survive.
- Selected residents who were considered athletes participated in different sports activities. Three (3) residents attended bowling camp conducted on March 6, 2015 to July 17, 2015 in preparation to local, national and international competition. One resident Cathy Uy competed in the 2015 Special Olympics, and the two other residents are in local invitational friendly games. There are also four (4) residents participated in Special Olympics World Games in Los Angeles on July 21, 2015 to August 2, 2015 who were escorted by one (1) staff- coach and the Head Social Worker. This activity promotes physical development and social development. It is also an advocacy on awareness about person with mental disability should not be discriminated.

## **Golden Reception and Action for the Elderly and Other Special Cases (GRACES)**

GRACES has served a total of 371 clients or 247.33% of its 150 target for CY 2015. Out of the 371 clients served, 152 are carry over cases from the previous year(s) while 219 are new admissions in 2015. Breakdown of cases served are shown in the figure 9.



Moreover, there a total of 98 cases were discharged through reintegration to families/relatives. On the other hand, there were 49 reported mortality cases and were provided with proper burial at Manila North Cemetery.

Among the highlights of accomplishment of GRACES for the CY 2015 are the following:

- Social Workers have an ongoing coordination with concerned City/Municipal Social Welfare & Development Offices for the possible reintegration. Likewise, coordination with COMELEC and Broadcasting Companies were maximized and tapped by Social Workers for the fast tracking and movement of cases. The result of tracing letter coming from the concerned LGUs were properly and directly discussed with the clients to help their emotional aspect on the result of tracing and to help them become socially prepared in their transfer to other RCFs.
- There were 14 clients who joined the rug making activity. They were generated a total of P 8,207.00 which were monitored by the concerned case managers. Enable the clients to earn money which they can use to support their needs aside from the support being provided by the center or once they are reunified with their families.
- 51 staff attended the center initiated lecture in preparation to the “big one” or the 7.2 magnitude anticipated earthquake. Staff and clients were informed on what to do / safety precautions before during and after the said earthquake.
- A total of 90 clients participated in the year-round socio-cultural activities of the center such as Valentine’s Day, Women’s Month, PABASA (Lenten Week), Sta Cruzan, Nutrition Month and Buwan ng Wika. Residents increase the social / interpersonal skills of the clients and also for them to be productive while in the center.

## **Community Based Services –Non Residential Centers**

### **National Vocational and Rehabilitation Center (NVRC)**

A total of 283 clients were served by NVRC for CY 2015 or 111.86% vis-à-vis the annual target of 253. 16 cases were rehabilitated through (4) open employment, (2) self-employment, (2) independent living and (8) LGU acceptance.

Among the highlights of accomplishment of NVRC for the CY 2015 are the following:

- Facilitated the 2015 Campout in Dagupan on May 6-7, 2015 for trainees to experience actual life experiences through series of simulated exercises.
- Facilitated 61<sup>st</sup> NVRC Foundation Day on June 15-19, 2015 wherein highlights include sports festival, awarding of certificate of appreciation to partners and certificate of recognition to best performing staff. New in the celebration of the founding day of the Center is the “coin/bill line” ceremony which is a symbol of cooperation and collaboration of the different stakeholders in the development of PWDs.
- Conducted Industry Tour for 86 trainees SNS Philippines in PEZA, Rosario Cavite in wherein trainees were exposed and familiarized with the workplace requirements of such industry on October 15, 2015. This also serves as motivation to the trainees for them to work harder on their trainings so they can have a chance to work in one of those companies.

- Spearheaded the NDPR Week Celebration wherein Medical Mission, Livelihood Training, visit to GMA and Film showing activities were conducted. This raised the awareness of the public about person with disability, provide an opportunities to develop their skills in able to become a productive member of the society despite of having disability.
- There are 81 clients had successfully completed their training for regular training. And there are 68 VIs completed Massage Therapy review class and passed the DOH Licensure Examination. They are now being prepared on how they will be able to use this as a source of income.

## **Rehabilitation Sheltered Workshop (RSW)**

For CY 2015 RSW has served a total of 82 clients or 91.11% of its annual target of 90 clients. 63 are carry over cases and 19 are new admission. From which, 9 cases were rehabilitated through (5) open employment and (4) self-employment.

Among the highlights of accomplishment of RSW for the CY 2015 are the following:

- In terms of client's rehabilitation, the center is continuously implementing the different Programs and Services for the PWDs which is part of the rehabilitation goal set for them. Continuous implementation of various projects of the center have been facilitated like the PAL Sanitizing Project, Garments, Carpentry project, Canteen project, Silk Screen project, Metal Craft project, etc. However, since the client's income with all these projects are still not enough, the Field Office has approved the Cash for Work Program last September 2015 which was implemented for 20 days from September 14-28, 2015. It has benefited 56 clients of the center wherein they earned an additional amount of Php 361.00 per day. These additional earnings have at least augmented their income especially during the holiday season and made them self-reliant.
- Clients attended and participated also during the Earthquake lecture and drill conducted as well as demonstrating basic life support by Dr. Rommel Irabagon, Medical officer, during the Manila Shake Drill at the NVRC compound on July 30, 2015. Orientation on Disaster Management and Cash for Work activity was conducted by Mr. Benjie Barbosa, of Disaster Unit on September 11, 2015. He emphasized that per guideline, Cash for Work is being provided to those victims of Disaster or calamity purposely to work together as a team to fix the affected area they are being paid for the work they have contributed.
- Five (5) clients availed the Expanded Livelihood Opportunity for PWDS which they have officially received in kind based their approved proposal amounting to P20, 200.00. Likewise, the 5 clients were discharged from the center ignored to personally manage their own small business outside the center. They were also referred to their local DSWD for after care monitoring.

<b>Productivity Project</b>	<b>Actual Output ( Dec 11-No, 2015)</b>
1. PAL Sanitizing Project	925,395 pcs.
2. Garment Project	27,683 pcs
3. Canteen Project	Php 798, 080.00
4. Rubber / Fabric Doormat and Rugs Project	763 pcs
5. Carpentry Project	110 units

6. Silk Screen Project	10,513 units
7. Metal Craft	132 units

## **INA Healing Center (IHC)**

IHC has served a total of 129 clients for CY 2015 which is 88.96% of its annual target. 82 are carry-over cases from the previous year while 47 are new cases. 29 clients these clients have already recovered but are still in the center.

Among the highlights of accomplishment of IHC for the CY 2015 are the following:

- There are 39 clients who attended the 3 day seminar on Parent effectiveness Service is also an advocacy cum capability activity of the center towards developing a healthy and happy children and individual through effective and good parenting. Parenting style, child development, laws governing children's rights, protection of children against all forms of abuses. Dynamics of Filipino Family, Home Management and Keeping the children healthy were also discussed. As a result of this activity clients gained skills/ knowledge on how to become a responsible parent using this different skills.
- There are 69 clients including their family members have joined the celebration of Family Day at the Ninoy Aquino Parks and Wildlife in Quezon City. The activity became the venue to strengthen the bond of the each family member. This also paved the way to the familiarization of the families to the staffs and services and programs and services of the center as they were oriented about it. Above all, it was emphasized during the activity the importance of family and the vital role it plays in molding and defining the personality of each individual.
- 45 clients who participated in Skills training which consist of Scrapbook Making, Reflexology, Massage and TIC. This is to equip the mothers with the life skills and provide them livelihood most especially for those who were compounded with poverty. As as result of Basic Business Management Training there are 13 clients who were provided capital assistance amounting to Php. 10, 000.00 for them to use to start their own small – scale business.
- The First Aid Training attended by 39 clients on November 13-15 at Makati Palace Hotel enable them to gain knowledge and skills on what to do in times of disaster and emergencies. This is also a capability building for the clients in preparation to the Big One. This was conducted by the speakers invited from the Philippine Red Cross which gave them additional information they can use in their family or even in the community where they belong.
- The spiritual retreat conducted at Boso Boso Resort in Antipolo, Rizal was attended by 16 mothers to give them time and environment to reflect on their situation and connection with God. This was facilitated by Pastors. These clients had a chance to deepen / regain their relationship God after what they have been through.

**MFO 2a2: Community Based Services****DIRECT SERVICES TO COMMUNITY BASED CLIENTS AND STATUTORY PROGRAMS AND SERVICES****A. MINORS TRAVELLING ABROAD**

For CY 2015, a total of **11,182** applications were received by the region. Of this number, **11,143 or 99.65%** were issued with travel clearance certificates while **39 applications or .35%** were disapproved due to birth simulation, employment, care giving of sick or elderly relatives abroad or tour with foreign friends known through the social networking sites.

The purpose of travel of minors are classified into eight categories as shown in the table below:

<b>Table ____: Reason/Purpose of Travel of Minors</b>		
<b>Reason/Purpose of Travel</b>	<b>Number</b>	<b>% over total approved applications</b>
Tour/Vacation/Leisure	4,560	40.92%
Visiting of family and other relatives	2,570	23.06%
Joining parents/grandparents/other relatives	1,457	13.08%
Delegates	1,299	11.66%
Educational Tour/Study Tour/Student Exchange Program	1,182	10.61%
Study	62	0.56%
Incentive tour	10	0.09%
Medical Treatment	3	0.03%
<b>Total</b>	<b>11,143</b>	<b>100%</b>

Based on the table above, it could be noted that majority of the travels by minors are intended for vacation/tour/leisure with 4,560 or 40.92% of the total approved applications. Minors visiting their family and/or relatives ranked second with 2,570 or 23.06%, followed by minors joining parents/grandparents/other relatives with 1,457 or 13.08%, minors who travel abroad as delegates with 1,299 or 11.66%, and minors who travel for educational tour as part of their course curriculum with 1,182 or 10.61% while the least number of minors issued with certificates are those who travel aboard to study with 62 or .56%, minors with incentive tour with 10 or .09% and for medical treatment with 3 or .03% respectively.

Meanwhile, there were a total of Php. **3, 417, 300.00** amount collected per required Travel Clearance Fees.

## B. ALTERNATIVE PARTENTAL CARE PROGRAM

### ADOPTION

#### Development of Prospective Adoptive Parents (PAPS)

- For CY 2015, the region through the adoption resource and referral section was able to develop a total of a total of 96 adoptive families /prospective adoptive parents which represent 15% increased vis-à-vis the 83 PAPS developed in the previous year. From the e 96 Prospective Adoptive families developed, 67 or 70 % are married and 29 or 30 % are single. There is an increase in the number of assessed single applicants including the LGBT for this year.

#### Children Endorsed to Central Office for Issuance of CDCLAA

Source of Petition / Application	No. of endorsed dossier (Jan-Sept. 2015)	No. of issued with CDCLAA as of Dec. 20, 2015	Remaining dossier for issuance	%
C/RCF	12	8	4	4
LGU	41	35	6	18
CCA/CPA	144	118	26	60
Total	197	161	36	82/ 81.73

For CY 2015, a total of 197 dossiers were endorsed to Central Office for issuance of CDCLAA. Of the total dossiers endorsed, 161 or 81.73 % were issued with CDCLAA. The variance of 36 dossiers or 18.27% were either pending for compliance from the concerned CCA/CPA/LGU/C/RCFS and/or endorsed to CO awaiting issuance of CDCLAA.

#### Issuance of CDCLAA and placement of children

From 2009 to December 2015, a total of 1, 466 children were issued with CDCLAA. Of this number, 855 or 58% were issued with PAPA/ACA/ or ICA Clearance from. The remaining 611 cases are in the process of compliance to required documents such as birth certificate or foundling certificate, psychological evaluation and thorough medical assessment. Below is the distribution of cases issued with CDCLAA from LGU, CPAs/CCAs and C/RCF.

	No. of Issued CDCLAA	Issued with PAPA/ACA/ Cleared for ICA	Percentage
LGU	356	221	62.07%
CPAs/CCAs	1036	593	57.23%
C/RCF	74	41	55.40%
Total	1,466	855	58.32%

### FOSTER CARE

#### On development of foster families

- A total of **263 families** were issued with *Foster Care License* since the enactment of the law (CY 2012) wherein 144 (97 carry-over and 47 new cases) were facilitated by FO's *Foster Care Section* while 118

were undertaken by accredited foster care agencies / Child Placing Agencies such as Kaisahang Buhay Foundation, Gentle Hands, Inc., Norfil Foundation, CRIBS and Parenting Foundation, Inc. **Of the 263 issued with FCL, 69 families were issued with foster care license for CY 2015** which represents 10% increased vis-à-vis 63 foster families developed in the previous year. The increase in the number of developed foster families may be attributed to the regular conduct of advocacy on adoption and foster care services which is being done every 2<sup>nd</sup> and 4<sup>th</sup> Friday of the month. Further, the Foster Care Section in partnership and coordination with Pantawid Pamilya was able to conduct orientation to their partner Educators and Health Officers wherein the role of the participants in the information dissemination on Alternative Parental Care and eliminate the simulation of birth certificate was emphasized.

#### On Placement of Children

- On placement of children, a total of with **401** children are enjoying family life with foster care families per issued Foster Placement Authorities with **235** as worked out by Field Office Foster Care Section and **166** as facilitated by Child Placing Agencies.

#### C. ASSITANCE TO INDIVIDUALS IN CRISIS SITUATION

For CY 2015, the region was able to facilitate provision of assistance to a total of 195,510 clients both for Regular and Protective Services Program. Listed below is the breakdown of clients served per clientele category:

Category of Clients served	Male	Female	Total	% over total clients served
<b>a. CNSP</b>	<b>322</b>	<b>541</b>	<b>863</b>	
0 to below 14	30	55	85	0.44%
14 to below 18	292	486	778	
<b>b. Youth</b>	<b>1,755</b>	<b>2,702</b>	<b>4,457</b>	2.28%
15 to below 24	1,755	2,702	4,457	
<b>c. M/WEDC</b>	<b>38,308</b>	<b>112,710</b>	<b>151,018</b>	77.24%
18 to 30	12,145	23,581	35,726	
31 to 59	26,150	89,104	115,254	
60 and above	13	25	38	
<b>d. PWDs</b>	<b>66</b>	<b>76</b>	<b>142</b>	0.07%
0 to below 15	0	0	0	
15 to below 18	0	0	0	
18 to below 30	10	5	15	
30 to below 60	55	69	124	
60 and above	1	2	3	
<b>e. Senior Citizens</b>	<b>11,302</b>	<b>27,725</b>	<b>39,027</b>	19.96%
60 to below 71	8,798	20,670	29,468	
71 to below 80	2,201	6,030	8,231	

Category of Clients served	Male	Female	Total	% over total clients served
80 and above	303	1,025	1,328	
<b>f. Others</b>	<b>0</b>	<b>0</b>	<b>3</b>	0.0015%
PLHIV		3	3	
<b>GRAND TOTAL</b>	<b>51,753</b>	<b>143,757</b>	<b>195,510</b>	100.00%

Based on the table above, it could be noted that majority of clients served are categorized as M/WEDC (includes FHONA) composed of 151,018 or 77.24% of the total clients served, followed by Senior Citizens with 39,027 or 19.96%, Youth with 4,457 or 2.28%, CNSP with .44% while the least number of clients served are PWDs with 142 or .07% and PLHIV clients with 0.0015% respectively.

In terms of sex disaggregation, majority of the clients served are female with 73.52% or 51,570 while there are 26.47% or 51,753 male clients served.

## **D. COMMUNITY BASED SERVICES**

The Region continuously caters to children, women and men in difficult circumstances (CEDC, WEDC/MEDC) and persons with HIV/AIDS (PHAs) thru provision of counseling, psychological and psychiatric evaluation, legal/consultation, transportation and financial assistance.

Listed below are the categories of cases served for CY2015:

Category of Clients Served	TOTAL SERVED FOR JAN-DEC 2015						Grand Total		
	Carry Over			New					
	M	F	Total	M	F	Total	M	F	Total
CNSP	9	19	28	135	259	394	144	278	422
MEDC	5	-	5	443	-	443	448	-	448
WEDC		67	67		1,216	1,216	-	1,283	1,283
TOTAL	14	86	100	578	1,475	2,053	592	1,561	2,153

A total of 2,153 clients were served under the community based services section of the region. Of the total number of clients served, 100 are carry over cases from the previous year while 2,053 are new cases served. Majority of the clients served are WEDC composed of 1,283 or 60% of the total clients served, followed by MEDC with 448 or 20.80% and CNSP with 422 or 19.60%.

## **E. DISASTER RELIEF ASSISTANCE**

For CY 2015, a total of 30,982 families /172,627 individuals who were affected by disaster occurrences were provided with relief assistance. The region was able to provide 20,507 food packs, 1,130 mats, 2,699



blankets and 20 sacks of used clothes to the affected families with a total cost of augmentation assistance amounting to Php. 19,100,421.28.

On the other hand, there were a total of 52,458 beneficiaries served under the Cash for Work Program from the 8 LGUs namely Caloocan, Las Pinas, Malabon, Mandaluyong, Manila, Marikina, Paranaque and Quezon City.

## **F. DSWD-NCR Twitter Reach Out**

For CY 2015, the reach out team in coordination with local government unit immediately responded to reported cases and provided appropriate interventions to clients. A total of 765 clients were reached-out wherein 444 are unattached individuals (121 adults, 323 minors) and 92 families composed of 321 individuals while 27.25% are unattached adults.

Of the 444 reached-out unattached individuals, 46.62% or 207 were referred to DSWD-NCR Residential Care Facilities, 36.04 or 160 returned to their respective families and relatives, 8.78% or 39 were endorsed to their respective LGUs, 7.21% or 32 returned to their respective provinces through Balik-Probinsya Program while .23% or 1 was referred to National Center for Mental Health.

On the other hand, from 92 reached out families, 38 cases or 41.30% returned to their families while 20.65 % were returned to their respective provinces through Balik-Probinsya Program. The rest were referred to DSWD-NCR's Residential Care Facilities.

## **MFO 2C: DSWD Core Programs**

### **A. PANTAWID PAMILYANG PILIPINO PROGRAM**

#### **Registered Beneficiaries:**

As of 10 December 2015, Pantawid Pamilya has been implemented in 32 Congressional Districts in 16 Cities and 1 Municipality in the National Capital Region (NCR) with a total of **228,539** active partner beneficiaries out of 245,517 registered beneficiaries. Of the total household beneficiaries, there are active 302 Indigenous People under Regular CCT.

All 17 LGUs are covered in the program with a total of 1,428 barangays or 83.75% of the 1,705 Barangays in NCR. Among the 17 LGUs, Manila has the most number of covered Barangays with 707 barangays out of 896 barangay with a total of 45,931 active partner beneficiaries from Sets 1, 3-6 and 7 from 2008-2015. Caloocan ranked second with the most number of covered barangays in the region with 177 out of 188 barangays followed by Pasay City with 164 out of 201 barangays and Quezon City with 120 covered barangays out of 142 barangays. San City has the least number of beneficiaries with 1,162 active households or (0.50%) of the total active registered beneficiaries in NCR.

From the total number of barangays per LGU, the program covered 100% of the barangays in 8 LGUs - Parañaque, Pateros, Malabon, Pasig, Valenzuela, Las Piñas, Marikina and Navotas, while Manila with the lowest covered barangays on Pantawid Pamilya with 543 out of 896 or 60.60%. The LGUs with one remaining uncovered barangay are Muntinlupa (Barangay Ayala, Alabang), Mandaluyong (Barangay Wack-wack, Greenhills) and San Juan (Barangay Addition Hills).

For the Modified Transfer for Homeless Street Families (MCCT-HSF), there are 4,425 (126.42%) HHs are registered of which 3,742 (106.9%) are active households as of December 10, 2015 against the 3,500 target beneficiaries. From the total, Manila has the highest number of registered families with 1,773 (47.38%), Las Piñas having the lowest HSF beneficiaries with only 17 (0.45%) family.

## ***Pantawid Pamilya Systems***

Pantawid Pamilya operates through three (3) major systems, namely: Beneficiary Update System (BUS), Compliance Verification System (CVS) and Grievance Redress System (GRS).

### **a. *Beneficiary Update System (BUS)***

A total of **245,119 received**, encoded and approved updates for 2015. The highest updates received and encoded was update number 5 -change in school or new school update with **195,424 (79.72%)**. This was followed by **53,730 (21.91%)** updates in update number 4- Change of Health Center/Rural Health Unit/ Barangay Health Station. Meanwhile, the least processed update was Code 1 – New Born with **117** and Code 12 – IP Affiliation with **130** Update received.

### **b. *Compliance Verification System (CVS),***

The Compliance Verification is primarily involved in the implementation of the compliance verification system of the program through provision of technical assistance and monitoring focusing on strengthening the program procedures and mechanics at the central level up to the field level. It is involved in developing guidelines and policies on ensuring timeliness and accuracy of compliance results and active engagement of partner agencies in facilitating compliance verification. Figure .... below shows the compliance monitoring result on the conditionalities of the program.

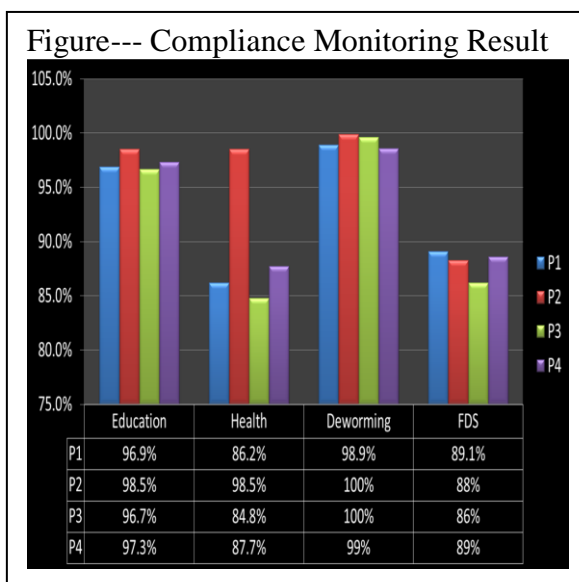


Figure ... shows that deworming has the highest compliance with 100% accomplishment for two periods (P1 and P3) , followed by **education condition with 97.35% average of compliance for the 4 periods**. However, Health and Family Development Session conditionalities did not reach the 90% benchmark having 89% and 88% compliance rating. The most common reason for non-compliance of partner-beneficiaries in health conditions is due to the following: no adult companion to assist the younger children to bring at the health center, conflict with the schedule of the check up and adult member or parents of the child/children are working

### **c. *Grievance Redress System (GRS)***

For 2015, there were 7,240 grievance cases received from the 17 LGUs in National Capital Region. These grievances are either received through phone calls, email, facebook, accomplished grievance form, snail mail, personal interview, media, SMS and from OSEC.

From the 7,240 grievances received, 92.94% or 6,729 were resolved within the given timeline while 7.05% or 511 are in its on-going status since it has to be elevated to the concerned staff or unit for verification/fact finding and waiting for proof of compliance to process retroactive payment.

Among the 17 LGUs, Manila has the highest received grievances with 2,443 out of 7,240 or 30,98% and with the highest on-going cases which is 3.13% from the total. On-going cases are grievances related to not listed.

In terms of topology/category of complaints received, the highest complaint category received was under Not Listed wherein it comprises 73.52 % or 5,323 of the total received grievances. Lowest category is poor service delivery, lack of coordination and exclusion error related issue which is 0.01 % or 1 reported cases of the received grievance. These cases were resolved by following GRS guidelines.

## Cash Grants Releases

A total of Php 1,848,091,900.00 was released to 245,018 eligible compliant beneficiaries of the program covering the period January –August 2015 and retro payment of 2014. From the total cash grants released, Php 1,639,006,900.00 was released to 207,568 households thru cash card payment while Php. 228,013,500 was released to 37,450 households thru over the counter payment. The variance of Php. 18,928,500 grants for 3,729 HHs were not released to the compliant beneficiaries since these beneficiaries were not able to attend during the scheduled pay out despite the advised given due to some reasons such as working, unlocated and change of grantee.

## Existing Partners

FO-NCR has an existing partnership with 45 CSOs of which (15) are engaged in the conduct of Family Development Session (FDS); two (2) are conducting free eye check-ups, surgical, diagnostic and laser services; one (1) facilitation of Red Cross membership program as one of the social insurance interventions; two (2) scholarship program; three (6) skills training; one (1) provides medical mission, one (2) employment opportunities, one (1) provides feeding program, (1) FDS Policy Enhancement, (1) ECCD orientation, (1) environment awareness and (2) livelihood training. Ten (10) from academe with active engagement in the conduct of tutorial session and financial literacy class to children beneficiaries.

- **Ten (10) members** (DSWD, DepEd, CHD-DOH, POPCOM, DILG, NNC, DOLE, NAPC, TESDA and MMDA) of **Regional Advisory Committee** are also active partners in the activities conducted by the region.

## Expanded Student Grant-In-Aid Program for Poverty Alleviation (ESGPPA)

- There are **656 student-beneficiaries** currently enrolled in 8 SUCs (school year 2015-2016) to include: Rizal Technological University, Eulogio Amang Rodriguez Institute of Technology (EARIST), Technological University of the Philippines, Polytechnic University of the Philippine, Philippine State College of Aeronautics, Philippine Normal University-Manila, Marikina Polytechnic University and University of the

Philippines under the **ESGPPA**. The given number of student-beneficiaries will avail the said scholarship taking different courses based on the approved guidelines for ESGPPA implementation this school year.

## B. SUSTAINABLE LIVELIHOOD PROGRAM

The Sustainable Livelihood Program (SLP) is a community- based capacity building that seeks to improve the program participants' socio-economic status. It is implemented through the Community Driven Enterprise Development approach, which equips program participants to actively contribute to production and labor markets by looking at available resources and accessible markets. The capacity building of the SLP is implemented through a two-track program to wit:

- Track 1 – Micro Enterprise Development Track – supports micro-enterprises in becoming organizationally and economically viable
- Track 2 – Employment Facilitation Track- assists participants to access appropriate employment opportunities.

For CY 2015, a total of 19,359 pantawid and non-pantawid beneficiaries were served under the two tracks with the following breakdown:

	Employment Facilitation	Microenterprise Development	Total
Pantawid	7,086	11,161	18,247
Non-Pantawid	428	684	1,112
<b>Total</b>	<b>7,514</b>	<b>11,845</b>	<b>19,359</b>

### SLP Modalities

#### Skills Training (ST)

- A total of 1,349 beneficiaries were provided with skills training. Of the total served, 32.61% or 440 were given capital assistance, 9.78% or 132 were employed while 42.40% or 777 is still on process of referrals for employment.

#### Pre-Employment Assistance Fund (PEAF)

- A total of **696** beneficiaries were provided with PEA amounting to Php. 1,599,635.00. The PEA supports SLP participants needing financial assistance to acquire the pre-employment requirements of potential or guaranteed employers. A maximum of Php 5,000.00 may be availed by each participant. The PEA may be packaged with other interventions such as ST, CBLA, and the other activities in the Employment Facilitation series.

**Cash for Building Livelihood Assets (CBLA)**

- Cash for Building Livelihood Assets (CBLA) encourages short-term and labor-intensive projects that will open opportunities for poor families to augment their income, through the development of physical and natural assets, while they earn during project implementation. Projects are best implemented in areas with abundant natural resources, strong support from the LGU, and participants who are willing to sustain the project. For this year, a total of 920 beneficiaries were provided CBLA amounting to PhP16,253,230.50

**Other Major Accomplishment of SLP:****Kapaligiran, Kalusugan, KabuhayanTungosaKaunlaran (4K) Project**

- The project is in response to the National Greening Project of the government. The DENR, Department of Agriculture and DSWD conducted series of meetings to implement the Urban Gardening Project in Elsie Gaches Village (EGV), one of the Residential Care Facilities of DSWD – NCR located in Brgy. Alabang, Muntinlupa.
- A total of 320 beneficiaries (303 pantawid beneficiaries, 10 clients from EGV, 7 beneficiaries of MCCT-HSF) benefited from the cash for work project particularly the clearing of 1 hectar vacant lot in Elsie Gaches Village. Further, 20 PP bens were engaged in the CFW, the construction of water pressure pump. From the 320 bens for CFW, 47 became regular planters in EGV. On the other hand, 7 out of 15 pantawid beneficiaries who have undergone training in Caregivers at EGV were hired as Houseparents.

**MFO 2B: PROGRAMS/PROJECT WITH IMPLEMENTATION SUPPORT FROM LGUS****A. SUPPLEMENTAL FEEDING****Statistical Accomplishment:**

	<b>Regular SFP for CY 2015</b>	<b>Regular SFP for CY 2014</b>
Areas covered	17 LGUs	17 LGUs
Date Program Started	July 6, 2015	June 27, 2014
Total target number of Children	165,343 children	161,387 children
Total number of served children	142,545 children	97,215 children
Total target number of Day Care centers	2,043	2,048
Total number of served day care center	1,657 DCC	1,335 DCC
Total Number of LGUs with SFP implementation	14 LGUs	15 LGUs (14 LGUs completed the 120 day feeding while 1 LGU (Caloocan City) only implemented 49 day feeding)

## SFP CY 2015

- For CY 2015, there were a total of 165,343 children targeted to be served for the CY 2015 SFP from the 2,043 day care center in the 17 LGUs of NCR. Of this number, 142,545 or 86.2% were served from the 1,657s DCCs of 14 LGUs which implemented the program. These are Caloocan, Las Piñas, Mandaluyong, Marikina, Muntinlupa, Pasig, Malabon, Navotas, Pasay, Pateros, Quezon City, San Juan, Manila and Valenzuela). Three (3) LGUs namely Taguig, Makati and Paranaque have not yet started with a total of 308 of day care centers consisting of 27,676 day care children due to the following:
  - Parañaque has not implemented the feeding program due to failure of the City Government to designate staff to process and disburse the SFP Fund despite of the constant provision of technical assistance and reiteration letter to local government unit to prioritize the implementation of the Supplementary Feeding Program.
  - Taguig is still processing the MOA with the local executives for finalization and approval.
  - Makati – The field office had already sent reiteration letter for the submission of fund utilization report which was put on hold due to change of administrative staff that are accountable for the liquidation process.
- A total amount of Php **253,198,000.00** was allocated for the implementation of Supplementary Feeding Program. As of Dec.10, 2015 a total amount of **Php 222,199,235.23 or 88 %** was obligated and utilized to the LGUs for SFP CY 2015.

## SFP CY 2014:

- For the SFP for CY 2014 (4<sup>th</sup> cycle), a total of 97,215 children have completed the 120 days feeding program from the 14 LGUs which represent 60.23% accomplishment vis-à-vis 161,387 target children to be served.
- Fifteen (15) LGUs have implemented the program namely Caloocan, Las Piñas, Mandaluyong, Marikina, Muntinlupa, Makati, Pasig, Malabon, Navotas, Pasay, Pateros, Quezon City, San Juan, Taguig and Valenzuela. However, only fourteen (14) LGUs have completed the 120 days feeding program while one (1) LGU (Caloocan City) has only implemented 49 days feeding due to delayed submission of Fund Utilization Report. On the other hand, two (2) LGUs namely Manila and Paranaque City has not yet started their feeding program for CY 2014 with a total number of 672 day care center consisting of 45,060 day care children due to the following:
  - Downloaded the fund allocation to LGU Manila for CY 2014 implementation but not yet started due to failed bidding process on the food supplier.
  - Parañaque has not implemented the feeding program due to delayed submission of fund utilization report. To date, it was already refunded and liquidated.

## Nutritional Status:

The table below shows the nutritional status result of beneficiaries from the fourteen LGUs after the implementation of the 120 days feeding:

Nutritional Status	Upon Entry	Partial % Final Analysis
Normal	81.8 %	97 %
Underweight	15 %	1.2 %
Sev. Underweight	1 %	0.5 %
Overweight	2.2 %	1.7%
<b>Total</b>	<b>100 %</b>	<b>100%</b>

Based on the table above, it could be noted that the number of children assessed as normal in nutritional status upon entry have increased by 15.2% after the implementation of the 120 day feeding (*from 81.8% upon entry to 97 % after the feeding*). On the other hand, the number of underweight children decreased by 13.8% while severely underweight and overweight children decreased by .5% as a result of proper dietary management. The 4<sup>th</sup> cycle implementation of SFP has higher percentage of

Further, during the Regional SFP PRE held on November 23-25, 2015 in Cagayan De Oro, the region was awarded being the top 1 with improved nutritional status of malnourish children for the 4<sup>th</sup> cycle of SFP implementation.

## B. RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED IN PERSONS (RRPTP)

### Statistical Accomplishment:

The Field Office-NCR has served a total of **Four Hundred Eighty Eight (488)** TIP cases. Of this number, 112 were served by the Haven for Women, 92 were served by Marillac Hills, 25 served by Nayon ng Kabataan, 99 were served by NAIA- Task Force Against Trafficking Persons and 160 were served by the Community Based Service Section (CBSS).

Of the 112 clients served in Haven for Women, Forty Nine (49) were already reintegrated to their families while Sixty Three (63) are still in the center awaiting favorable parenting capability assessment and/or with on going court hearings as these clients were referred by NBI-AHTRAD, CIDG-WCPC, NBI-IACAT, WCPU-Parañaque, DSWD FO-III, CFSI, IJM and NBI-CDD.

Of the **Twenty Five** TIP Clients served in Nayon ng Kabataan, 8 were provided livelihood assistance, 2 were provided transportation assistance and 2 were provided financial assistance for their skills training, 9 are still in the center while 4 were discharged to their respective families.

On the other hand, the 92 TIP cases served by Marillac Hills are still in the center waiting for their favorable Parenting Capability Assessment Report and/or with on-going court hearings.

**Among the highlights of accomplishment of the program are as follows:**

- Thirty Nine (39) Rescue Operations were conducted by the composite team of NBI-AHTRAD, WCPC, with the assistance from IJM and DSWD-NCR. There were Three Hundred Twenty Four rescued victims. Out of 324, One Hundred Seventy Four were referred to DSWD Residential Care Facilities wherein Eighty Four(females) were referred to Marillac Hills, Seven(males) were referred to Nayan ng Kabataan, Eight (males) were referred to Jose Fabella Center, Fifty One(females) were referred to Haven for Women, Six (females whose age ranges from 8 mos to 7 yrs old) were referred to Reception Study for Children Center, and Eighteen(females) were referred to Visayan Forum Foundation Incorporated, while One Hundred Fifty(females)were already discharged and all are endorsed to their respective LGU's for aftercare services and monitoring and also for provision of Financial and Livelihood under RRPTF Funds.
- Two (2) Coordination Meeting with Local Government units on Trafficking-in-Persons were facilitated on July 8, 2015 and November 6, 2015 to continuously strengthen the partnership with LGUs for the implementation of the Program. RIACAT-VAWC was also conducted on August 27, 2015 and National Recovery and Reintegration Database Orientation which was attended by the Focal Persons from different centers and units from Field Office, NCR on June 23, 2015.
- Three (3) batches of Capability Building entitled "Training for Social Workers on Handling / Managing Cases of Trafficking in Persons" were conducted on July 23-24, 2015 at Cloud 9, Antipolo City attended by 35 participants. Second, was also held at Cloud 9, Antipolo City on August 6-8, 2015 which was attended by 30 participants and third was held on October 8-9, 2015 at Manila Manor Hotel which were participated by Social Workers from Field Office and Local Government Units.
- Two (2) batches of Basic Business Management Training (BBMT) for TIP Victims eligible to avail livelihood assistance was conducted on August 5, 2015 wherein all 30 participants availed LA in the amount of Php. 10,000. The second batch was held on December 18, 2015 with eleven (11) attendees.

## **C. SOCIAL PENSION**

At the start of CY 2015, the region targeted a total of 43,116 Indigent Senior Citizens to be provided with social pension. Additional target of 1,293 beneficiaries were given to the region on the succeeding quarter. Further, On November 2015, the Protective Services Bureau downloaded a total of 1,599 with retroactive payment.

For this year, the region implemented two modes of payment (Cash Pay Out and Door to Door Delivery) in releasing of Social Pension of beneficiaries. Ten LGUs were identified for door-door delivery of stipend of beneficiaries in partnership with Philpost. These are Caloocan, Las Pinas, Makati, Malabon, Manila, Navotas, Paranaque, Pasig, Marikina and Quezon City.

As of December 29, 2015, the region was able to serve a total of 40,082 through cash pay-out and door to door delivery in Partnership with Philpost. This represents 92.96% accomplishment vis-a-vis 43,116 target SCs to be served. Of the total served, 17,758 were provided stipend for 1<sup>st</sup> to 3<sup>rd</sup> quarter through door to door delivery which is 74% against 23,820 beneficiaries endorsed to Philpost for payment. Payment for the remaining 6,062 or 26% of the total beneficiaries endorsed were undelivered due to the following: addressee cannot be located and/or moved out, deceased pensioner, double entries and

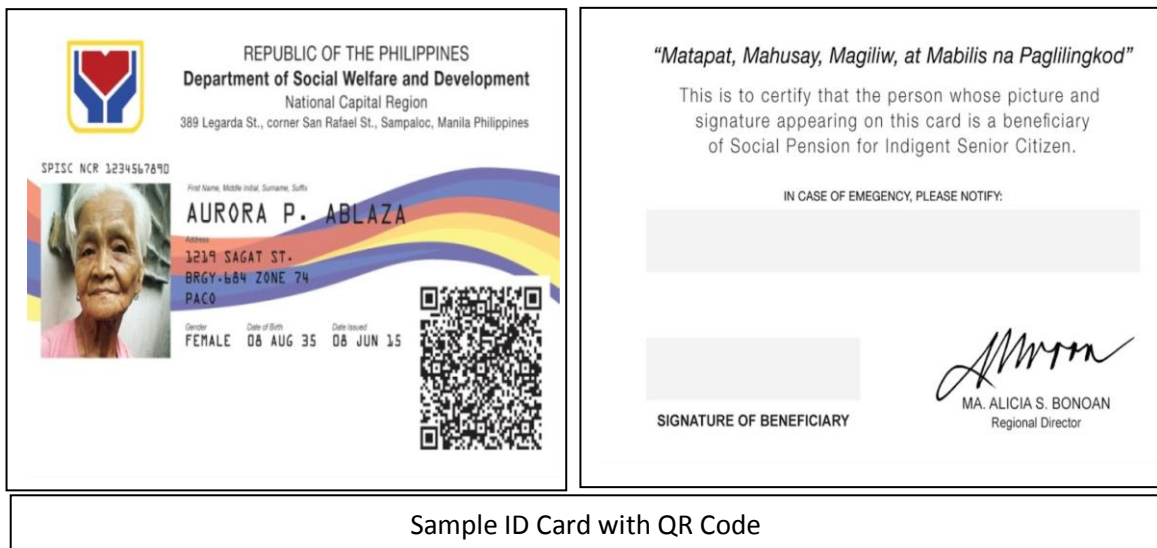


pensioner with existing SSS/GSIS pension per report of Philpost. Stipend for the fourth quarter for the socpen beneficiaries of the ten LGUs was not yet transferred to Philpost since they are still on the process of liquidation.

## Highlights of Accomplishment:

### a. Development of ID System and Database

In response to DSWD AO 4, series of 2014, the Region explored the partnership with Philpost to implement the door to door delivery to the target beneficiary of Social Pension for Indigent Senior Citizens. The initiated partnership with Philpost is to improve social pension payment focus on ID System and data base. Philpost ID system is exclusively created to Social pension Program. Identification Card or SPISC contents the basic information of the Senior Citizen and has security feature which enable to protect from imitation, forge and fake information of the card holder which they called Quick Response code located at the right side of the ID. Below is the sample ID Card with QR Code



Sample ID Card with QR Code

### b. Data base System of SPISC

SPICS /Social Pension for Indigent Senior Citizen data base are innovative/technology strategy of FO-NCR to create accurate data of Social Pension beneficiaries' information with security featured to protect from fraud.

Contents of Database includes List of beneficiary per PO(Post Office)/per LGU; Statistics- Summary update of delivery; Status of Member Pay-out – Member's Information with captured picture of actual delivery, ID copy of Senior Citizen and Acknowledge Receipt; List of beneficiary of paid /delivered – Status of delivery per Post Office; List of undelivered/unpaid –Status of undelivered with remarks of unclaimed/unpaid stipend per Post Office; Uploading Payout Transaction / Posting on Real time pay-out report per Post Office; and Payout History- History of delivered stipend.

## Benefits/gains of the partnership:

### Door to door Delivery:

- Social Pensioner directly received their stipend especially the sickly, bed ridden, disabled beneficiaries.
- Located the beneficiaries with unclaimed stipend and updated the report of the deceased and transferred beneficiaries to other area.

### ID System:

- Easy Identification of beneficiaries of the program.
- Ensure Safety from fraud because of safety featured such as Quick Response(QR )code which detects information of card holder.
- Card Holder can use said ID as valid ID in any transaction with government offices.

### Database System

- Easy data controls since all information is centralized to identify duplication of beneficiaries from the LGU to another.
- Accuracy of information
- Provides data security since only the staffwith access code allows manipulating the data system.
- Report/Data generation of summary and no need for manual tabulation.
- LGU staff can easily access the status of delivery and be informed on the status beneficiaries.

## Status of Budget Utilization:

Direct Release			
	Allocation	Obligation/Utilization	Percentage
▪ Grants	258,696,000.00	258,696,000.00	100.00%
▪ Admin	2,372,000.00	1,780,273.28	75.05%
<b>Total</b>	<b>261,068,000.00</b>	<b>260,476,273.28</b>	<b>99.77%</b>
Centrally Managed Fund			
▪ Grants	17,112,000.00	17,112,000.00	100.00%
▪ Admin	17,529,494.00	17,395,833.31	99.24%
<b>Total</b>	<b>34,641,494.00</b>	<b>34,507,833.31</b>	<b>99.61%</b>
Total: Direct Release and CMF:			
▪ Grants	275,808,000.00	275,808,000.00	100.00%
▪ Admin	19,901,494.00	19,176,106.59	96.36%
<b>Grand Total</b>	<b>295,709,494.00</b>	<b>294,984,106.59</b>	<b>99.75%</b>

## **D. COMPREHENSIVE PROGRAM FOR STREET CHILDREN, STREET FAMILIES AND IPS ESPECIALLY BAJAUS**

The program provides a package of services and interventions to respond to the needs and provide opportunities for street children, street families and the Bajaus to live productively and in a safe environment. This is designed to continuously synergize programs and services for Homeless families under MCCT-HSF through OBBSB strategies including unattached adults and street children on the street. Listed below are the number of clients served per component of the program:

Key Performance Indicators	Actual Served
1. Family Camping Activity	100 Families
2. Cash for Work	
Child Welfare Assistant	71
Park Attendants	500
Community Service (Batang Hamog)	481
3. Educational Assistance	4000
4. Livelihood/Capital	217
5. No. Activity Centers	46
6. Children Served at the Activity Centers	9750
7. Comprehensive Program for Sama-Bajau:	
7.1 Community Service for Sama-bajau	130
7.2 Provision of Capital Assistance	75
7.3 Provision of Educational Assistance	281
7.4 Civil registration	512
7.5 Children served at the Activity Centers (3 ACs) for Sama-bajau children	165
7.6 For a/symposia on Sama-bajau	350
7.7 Cultural Presentation/Campus Tour and/or Pesta Igal	350
7.8 IP Month Celebration: Advocate and participation of Sama-bajau	400
7.9 Validation Workshop	6
8.0 E-LIPI	30
8.1 PES	28
8.2 PIR	39

The number of beneficiaries served thru the implementation of Comprehensive Program for Street Children, Street Families and Indigenous People, especially Sama-Bajaus is shared among Activity Centers, Capital / Livelihood/Educational Assistance which are progressively implemented. All Other sub-projects are continuously implemented but with the same set of beneficiaries.

## **Family Camping Activity**

The region conducted Family Camping Activity for families at risk on the streets on January 15-19, 2015 at the Royale Chateau, Nasugbu, Batangas. The activity served a venue for identification of potential beneficiaries of basic social services both in the National and Local level. Furthermore, the camping activity served as an opportunity for street families to recreate, enjoy, and learn through various developmental, therapeutic and recreational activities in order to strengthen family bond and reflect on their individual social functions. Part of the Family Development Sessions (FDS) for parents of children at risk on the streets was conducted, particularly on the Rights of the Child, Developing Parenting Capabilities, and brief orientation Family Drug Abuse Prevention Program.

The beneficiaries of the Camping Activity were the families at risk along the stretch of Roxas Boulevard, a major thoroughfare area covering the LGUs of Manila, Paranaque, and Pasay City. Based on the rapid appraisal, the stretch of Roxas Boulevard has the biggest number of families at risk on the streets. A total of 100 families composed of 427 individuals attended the event.

The status of families, who participated in the Camping Activity are as follows:

- A total of 76 families are already in their safe houses with provision of Financial Assistance/Alternative Family Home for one (1) month. They are now registered in MCCT-HSF Program under Oplan: Balik Bahay, Sagip Buhay (OBBSB) and included for the provision of monthly Cash Grant started on January 2015. These families were also enrolled to community health facilities in the areas of Manila and Paranaque in coordination with CSWDOs concerned. Initial Family Development Sessions (FDS) were conducted with the family by MCCT-HSF City Link.
- Twenty four (24) families were assisted through the following interventions:
  - Three (3) families returned to their province. Of these, 2 families provided Balik-Probinsya Program back to Marawi and Bacolod City while the other 2 families voluntarily went back home to Cavite after the camping as one (1) of them was previously provided with AFH prior to Camping Activity.
  - Ten (10) Families augmented their income through the 10-day cash for work program and are now staying with their relatives. This has been validated by street facilitators.
  - Four (4) families who are under the regular Pantawid Pamilya Program have gone back to their home.
  - Six (6) families with homes were endorsed to MPMO/NHTO for special validation while under close monitoring by their respective LGUs.
- Two (2) families are un-located despite exhausted efforts together with Manila LGU to locate them.

**Deployment of Child Welfare Assistant**

To assist in conducting productive and therapeutic activities for children at risk on the street, 71 Child Welfare Assistants (CWA) are deployed in 46 Activity Centers (ACs) in the Region. As incentive for their invaluable support and service, they receive a monthly honorarium/allowance amounting to P2,000. The deployment of CWAs is part of the manpower augmentation of the Region to partner-LGUs to sustain the functionality of their ACs.

**Park Attendants**

To provide income opportunity and employment to reached-out family members and individuals, employing them as park attendants and sweepers is another strategy that is being utilized by the Region. Under the Comprehensive Program, a total of 2,300 heads of families are now earning daily income of P360.75 a day for 6-hours of voluntary work.

As per reports of LGU Program Coordinators, some of the beneficiaries of the project are now able to pay their house rental and support the needs of the family especially for food.

**Provision of Livelihood and Capital Assistance**

As part of empowering the families to sustain and support their daily needs and expenses, providing opportunities for self-employment through income generating projects continues. The Region has provided livelihood and capital assistance to 217 families who underwent Basic Business Management Training (BBMT). These families mostly engaged in selling processed meat products, cell phone reloading business, selling plastic toys, sari-sari stores and making and selling of accessories.

**Comprehensive Program for Sama-bajau**

A total of 2263 Sama-bajau individuals and families from 3 transient areas have availed of different projects and services under the program. These include: Community Service for Sama-bajau, provision of capital and educational assistance, civil registration for issuance of birth certificates, Sama-bajau children served at the ACs, for other similar activities to advocate for Sama-bajau rights and culture and traditions that include campus tour, pesta igal and IP month celebration.

**E. IMPLEMENTTION OF VARIOUS PROGRAMS/PROJECTS****BOTTOM UP BUDGETTING(BUB)**

For CY 2015, it has been another challenging year for the region in the implementation of BUB projects since 16 (except for Mandaluyong with no BUB projects under DSWD) out of 17 Local Government Units were already participating and allocated with BUB funds. Out of the 16 LGUs, 6 LGUs are eligible in terms of the BUB Governance Requirements namely Caloocan, Malabon, Navotas, Valenzuela, San Juan and Muntinlupa, however, only four: Malabon, Navotas, Valenzuela and San Juan are eligible for fund transfer from DSWD-NCR due to outstanding unliquidated cash advances of Muntinlupa and Caloocan to DSWD-NCR. This is on-top of

the on-going implementation of CY 2013 and CY 2014 BUB projects. Below is the status of projects for BUB for CY 2013-2015:

Year	No. of Projects	PHYSICAL STATUS (as of December 22, 2015)			
		Completed	On-Going	Pipelined	To be Determined/ For dropping
<b>2013</b>	<b>46</b>	<b>34</b>	<b>12</b>		
<b>2014</b>	<b>27</b>	<b>21</b>	<b>2</b>	<b>3</b>	<b>1</b>
<b>2015</b>	<b>44</b>	<b>2</b>	<b>12</b>	<b>24</b>	<b>6</b>
<b>Total</b>	<b>117</b>	<b>57</b>	<b>26</b>	<b>27</b>	<b>7</b>

The table above shows that of the 117 BUB projects for CY 2013-2015, 48.71% or 57 projects were already completed, 22.22% or 26 projects with on going implementation, 23.07% or 27 projects are pipelined (*either for fund transfer, for enhancement of project proposal, for TWG approval, on going processing of PR and/or for submission of project proposal*) while 5.98% or 7 projects are to be determined or for dropping.

#### Status of BUB Funds for CY 2013-2015

Year/ Category/Source of Funds	Total Allotment/ Approved Budget	Total Obligated Funds	Percentage
<b>2013 BUB Cycle</b>	<b>73,254,863.00</b>	<b>71,588,217.76</b>	<b>97.72%</b>
▪ Direct Release Funds (DRF)	24,117,000.00	22,863,155.30	94.80%
▪ Protective Services	21,511,300.00	21,507,954.00	99.98%
▪ Sustainable Livelihood Program	13,470,563.00	13,094,714.03	97.21%
▪ KALAH-CIDSS	14,156,000.00	14,122,394.43	99.76%
<b>2014 BUB Cycle</b>	<b>31,049,554.00</b>	<b>28,563,723.46</b>	<b>91.99%</b>
▪ Protective Services Bureau	20,885,450.00	20,884,981.76	100.00%
▪ Sustainable Livelihood Program	9,569,104.00	7,574,238.70	79.15%
▪ KALAH-CIDSS	595,000.00	104,500.00	17.56%
<b>2015 BUB Cycle</b>	<b>100,135,670.00</b>	<b>30,385,550.40</b>	<b>30.34%</b>
▪ Protective Services Bureau	33,079,170.00	15,457,050.40	46.73%
▪ Sustainable Livelihood Program	35,584,500.00	7,428,500.00	20.88%
▪ KALAH-CIDSS	31,472,000.00	7,500,000.00	23.83%
<b>Total</b>	<b>204,440,087.00</b>	<b>130,537,491.62</b>	<b>63.85%</b>

Based on the tabular presentation of status of funds for CY 2013-2015, it could be noted that 63.85% or Php. 130,537,491.62 were obligated against the Php. 204,440,087.00 total allotment/approved budget.

#### Convergence Strategy

As part of the continuous efforts of the Department, the Convergence Strategy in Region has implemented various activities to ensure that reforms in terms of poverty alleviation and social protection

among others are achieve towards transitioning of PantawidPamilya beneficiaries into improved level of well-being.To facilitate the achievement of such, DSWD-NCR created the City/ Municipal Action Team (C/MAT) per Local Government Unit (LGU). The 24 C/MATs are all composed of City Links (CLs), Municipal Roving Bookkeeper (MRB), SWAs/CWAs, Project Development Officers II (PDO II) and Convergence Social Welfare Officers II (SWO II).The creation/organization of District Actions Teams (DAT) for the three (3) big LGUs of Manila, Caloocan and Quezon City took place for easy coordination and collaboration between and among the C/MAT.

For CY 2015, major activities initiated by the Field Office through the Regional Convergence Technical Support Unit (RCTSU) includes the continuous capacitation of the City/Municipal Action Teams to ensure their functionality, the monthly conduct of Unified Regional Project Management Team (URPMT), quarterly Regional Advisory Committee (RAC) cum External Convergence meetings, the semestral Convergence Caravan and the conduct of 1<sup>st</sup> NCR Initiated Regional Directors' Consultation Workshop (RDCW).

Further, to effectively promote and advocate the different DSWD Programs and Services and solicit support from the general public, various advocacy campaigns and activities were conducted to increase public awareness, generate support and to build partnerships to immensely address the different challenges encountered in the program implementation. Among the advocacy activities conducted are the following:

- Two Convergence Caravan was conducted in Paranaque City on June 25, 2015 and Makati City on November 13, 2015. Convergence Caravan. The activity is part of the Department's initiative to inform the public about the positive gains of DSWD's core poverty reduction programs namely Pantawid Pamilyang Pilipino Program (PPPP) and Sustainable Livelihood Program (SLP), as well as to share the good news of making Convergence work towards inclusive development. It is also an avenue for Pantawid Pamilya beneficiaries to tell their "personal success" stories to the public, and to clarify and manage the expectations of the public on the PPPP by showing that it is not a stand-alone program and it needs the public and private support to really improve the level of well-being of the beneficiaries
- Livelihood Bazaar and Wellness Caravan held on September 25, 2015 in Manila

Other convergence initiatives are as follows:

- Task Force Barangay 648, Manila: A Convergence Initiative in Islamic Center, Brgy. 648, Manila
- *Kapaligiran, Kalusugan, KabuhayanparasaKaunlaran (4K)* -"Kapaligiran, Kalusugan, KabuhayanparasaKaunlaran" (4K) is anUrban Gardening project for the Pantawid Pamilya beneficiaries between DSWD-NCR, DA-RFO IVA, DENR-NCR and the Local Government of Muntinlupa. This project provides livelihood opportunity to 320 Pantawid beneficiaries through Cash for Work by clearing the site in preparation of actual planting. The identified planters may sell or use for consumption vegetables they have harvested. The 4K Launching was held on\_ November 27, 2015, at ElsieGaches Village which was attended by partner agencies DA, DENR and LGU Muntinlupawho committed to support the project to ensure the improved level of well-being of PP beneficiaries.
- **Parola Solid Waste Management Project** The project provides livelihood opportunity to 42 beneficiaries both Pantawid and non- PantawidPamilya who have engaged as Eco Patrollers through street sweeping, hauling of garbage and ensuring the maintenance of cleanliness in Parola, Tondo Manila. The project is in

partnership with City Social Welfare and Dev't. Office (CSWDO), Dept. of Social Welfare and Development (DSWD-NCR), Marikina Settlements Office (MSO), City Government of Marikina, unemployed parents and parent leaders. The project encouraged Pantawid Pamilya households and unemployed parents to divert their hobby in green planting to have a source of food in order to raise the standard of living and upgrade level of employability among the residents especially in the resettlement sites.

### MAJOR FINAL OUTPUT III: CAPABILITY BUILDING SERVICES

#### CAPACITY BUILDING FOR INTERMEDIARIES/STAKEHOLDERS

The Institutional Development Division through the Capacity Building Section continuously provides/facilitate trainings/seminars for professional growth and development of intermediaries/ stakeholders towards improve quality delivery of programs/service in their performance.

For this year, the region targeted a total of 9 priority TNA – based capability building activities in the Training Agenda, 6 Mandatory capability building activities of Pantawid Pamilya Pilipino Program and 9 priority need – based capability building activities of Oplan Balik Bahay, Sagip Buhay (OBBSB). Of the 9 priority TNA, 2 trainings are intended for intermediaries. These are “Training on Family and Community Disaster Preparedness and Strengthening the Capacity of Duty Bearers on the Management of CICA Cases held on November 9-13, 2015 participated by 20 participants from the 17 LGUs and Strengthening the Capacity of Duty Bearers on the Management of CICA Cases which was held on November 25-27, 2015 with 30 participants from the LGUs and 5 participants from NGOs. On the other hand, from the 9 priority TNA capability building for OBBSB, 1 training was intended for LGUs which is the Strengthening Barangay Council for the Protection of Children. Said activity was conducted in 6 batches with a total of 1,875 participants. Below is the summary of trainings conducted for intermediaries:

#### Summary of Trainings for Intermediaries/Stakeholders

Title of training/Activity	Date	Venue	Number of Participants from Intermediaries/Stakeholders						Total
			LGU	NGA	NGO	PO	Vol	Stakeholders	
Training on Family and Community Disaster Preparedness	Nov. 9 – 13, 2015	Lancaster Hotel	20	-	-	-	-	-	20
*Strengthening the Capacity of Duty Bearers on the Management of CICA Cases	Nov. 25-27, 2015	Manila Grand Opera Hotel	30 pax	-	5	-	-	-	35
*Strengthening Barangay Council for the Protection of Children (1 <sup>st</sup> Batch)	Nov. 12-14, 2015	Great Eastern Hotel	120	-	-	-	-	-	120



Title of training/Activity	Date	Venue	Number of Participants from Intermediaries/Stakeholders						Total
			LGU	NGA	NGO	PO	Vol	Stakeholders	
*Strengthening Barangay Council for the Protection of Children (2 <sup>nd</sup> Batch)	Nov. 16-18, 2015	Great Eastern Hotel	220	-	-	-	-	-	220
*Strengthening Barangay Council for the Protection of Children (3rd Batch)	Nov. 19-21, 2015	Makati Palace Hotel	175	-	-	-	-	-	175
*Strengthening Barangay Council for the Protection of Children (4th Batch)	Nov. 23-25, 2015	Great Eastern Hotel	220	-	-	-	-	-	220
*Strengthening Barangay Council for the Protection of Children (5th Batch)	Nov. 26-28, 2015	Great Eastern Hotel	180	-	-	-	-	-	180
*Strengthening Barangay Council for the Protection of Children (6th Batch)	Dec. 2-4, 2015	Makati Palace Hotel	310	-	-	-	-	-	310
*Strengthening Barangay Council for the Protection of Children (7th Batch)	Dec. 7-9, 2015	Makati Palace Hotel	320	-	-	-	-	-	320
Strengthening *Barangay Council for the Protection of Children (8th Batch)	Dec. 10-12, 2015	Makati Palace Hotel	330	-	-	-	-	-	330
<b>Total</b>			<b>1,895</b>		<b>5</b>				<b>1,930</b>

## TECHNICAL ASSISTANCE

To ensure proper coordination of programs and activities, respective technical staff from the different Divisions/ Units/ Sections of the region including focal staff of the different special projects provided needed technical assistance (TA) to intermediaries.

A total of 17 LGUs and 13 other intermediaries were provided with technical assistance . 100% of the requests TA are with action taken however most of the requests are in the form of verbal.

## RESOURCE AUGMENTATION

The region was able to provide augmentation support amounting to PhP 19,100,421.28 to thirteen (13) LGUs and two (2) private organizations. There is a remarkable increase of 54.76% or PhP 8,640,557.78 in terms of the cost of

augmentation assistance compared to the previous year. The significant increase could be attributed to the massive fire incident as well as series of augmentation support to LGUs' relocation project as part of mitigation and prevention activity to prepare for rainy season and avoid the impact of disaster.

Out of the LGUs provided with augmentation assistance, the top 3 LGUs on the list are: City of Manila with a total of Php. 3,595,081.04 or 18.82% of the total RA provided by the region; Quezon City with Php. 2,640,568.56 or 13.82%; and Malabon City with Php. P1,348,096.96 or 7.05% respectively.

The region through the Emergency Assistance Section-Disaster Response ensures provision of assistance to requesting intermediaries. Continuous monitoring of the status of commodities and repacking activities in the warehouses has been observed to meet the required number of prepositioned commodities for contingency planning.

## Major Final Output IV: Regulatory Services

The Standards Unit continuously performs its regulatory functions to set standards, register, license, accredit and provide consultative services to government, non-government organizations/people's organizations engaged in social welfare and development activities to enable them to achieve and maintain the standards of social welfare and development programs and services.

For CY 2015, the following are the accomplishments of the Region in relation to its regulatory function:

Service	Plan for the year	Served	% of Accomplishment
<b>Registration (SWDAs)</b>			
• Assessed	51	44	86.27%
• Registered	40	45	112.5%
<b>Licensing (SWAs)</b>			
• Assessed	32	28	87.5%
• Licensed & Registered	20	18	90%
<b>Accreditation (assessed)</b>			
• DSWD C/RCF	2	3	150%
<b>ECCD Centers – Day Care Center (DCCs)</b>			
<b>Day Care Workers (DCWs)</b>			
• Assessed			
• Accredited	150	219	146%
<b>Service Providers – (PMCs &amp; SWMCCs)</b>	150	215	143.33%
<b>Endorsed</b>			
• Pre Marriage Counselling	8	2	25%

<b>(PMCs)</b> <ul style="list-style-type: none"> <li>Social Work Managing Court Cases (<b>SWMCCs</b>)</li> </ul>	<b>8</b>	<b>9</b>	<b>112.5%</b>
<b>Regional Solicitation Permit</b> <ul style="list-style-type: none"> <li><b>Assessed</b></li> <li><b>Issued</b></li> </ul>	<b>23</b> <b>3</b>	<b>24</b> <b>9</b>	<b>104.43%</b> <b>300%</b>
<b>National Fund Drive Authorized</b> <ul style="list-style-type: none"> <li><b>Assessed</b></li> <li><b>Endorsed</b></li> </ul>	<b>8</b> <b>20</b>	<b>14</b> <b>17</b>	<b>175%</b> <b>85%</b>
<b>Duty Free Entry Requests</b> <ul style="list-style-type: none"> <li><b>Assessed</b></li> <li><b>Endorsed</b></li> <li><b>Monitored</b></li> </ul>	<b>4</b> <b>2</b> <b>3</b>	<b>4</b> <b>6</b> <b>3</b>	<b>100%</b> <b>300%</b> <b>100%</b>

- For the reporting period, a total of 44 SWDAs or 86.27% were assessed for Registration vis a vis target of 51, while 45 or 112.5% with a target of 40 were issued Registration Certificate.
- The region was able to facilitate registration and license of a total of 18 SWAs or 90% vis a vis target of 20. Out of the 18 , six (6) were endorsed to SB-Central Office or 60% of the total target of ten (10).
- On Accreditation of Centers/Residential Care Facility (C/RCF), three (3) C/RCF such as Sanctuary Center, INA-Healing Center and Marillac Hills were assessed for accreditation wherein closed monitoring and supervision is being done especially on case management system and physical structure and safety to be able to comply with the non-negotiable requirements for accreditation.
- On the Accreditation of Service Providers:
  - On Pre-Marriage Counselling (PMC), two (2) or 25% vis a vis target of eight (8) were endorsed to Standards Bureau for further assessment and issuance of Certificate
  - On Social Workers Managing Court Cases (SWMCC), nine (9) or 112.5% vis a vis target of eight (8) were endorsed to Standards Bureau.
- On Regional Solicitation, 24 or 104.43% were assessed and issued solicitation permit vis a vis target of 23. On the other hand, seventeen (17) or 85% vis a vis target of eight (20) were assessed and favorably endorsed to Standards Bureau to conduct National Fund Drive.
- On Duty Free Entry, four (4) or 100% vis a vis target of four (4) were assessed and endorsed to Standards Bureau for approval. On the hand, two (3) or 100% vis a vis target of two (3) were monitored to ensure that donations are directly provided to the intended beneficiaries.

- FO-NCR's Standards Unit continuously strengthen the functionality of the Area Based Standards Network (ABSNET) to establish a participative, consultative mechanisms, cooperation and coordination that will promote quality implementation of social welfare and development programs and services wherein a quarterly and or monthly meeting and capability building/general assembly was continuously conducted per cluster.

## STRATEGIC SUPPORT SERVICES

It is worthy to note that the Region has conducted 100% of its total target of twenty (20) trainings for internal staff for the reporting period. This can be attributed to the availability of Resource Persons and AFI Funds. A total of 1,579 or 117.85% of the target participants attended the training. The said trainings were conducted based on the identified Training Needs Inventory of the staff. These are as follows:

- Training on Coaching and Mentoring of SWO IIIs and Supervisory Level Staff
- Training on Advance Technical Writing for SWO IIs and 2<sup>nd</sup> Level Staff
- Writeshop on Crafting Manual of Operations (MOO)
- Capacitating the IDCB Focal Persons on Training Needs Analysis Original Title: Training on M & E
- Training on ERPAT for MOVE members Re-Orientation of DSWD NCR Security Guards on DSWD programs and Services and ERPAT (2 batches) Original title: The Importance of Security Measures and Procedures
- Training Orientation for Social Welfare Assistants
- Training Orientation for Newly Hired City Links
- Training on Camp Management and Camp Coordination
- Rollout Training on the Use of Social Welfare and Development Indicators Tool (SWDI Administration)
- Capability Building for Parent Leaders as Program Advocates (PL Level II)
- Building a Network of Parent Leaders for Pantawid (PL Level III)
- Training on Social Case Management
- Training Orientation for Social Welfare Assistants
- Training Orientation for Newly Hired City Links
- Training for OBBSB City Links on the Use of FDS Manual and Case Management
- Training for Street Facilitators
- 1<sup>st</sup> Batch Roll Out Training on Trauma Informed Care (TIC)
- Roll Out on National Household Targeting System
- Technical Learning Session on Training Management
- Writeshop on Policy Note

Further, 117.85% or 1,579 of its targeted staff were able to achieve the minimum 24 hours training required per year per Civil Service Rule.

## Organizational Meetings

Organizational Meeting	Frequency of The Meeting	Number of Meetings Conducted/ Highlights of the Meeting
Regional Management Development Committee (RMDC)	Monthly	Ten (10) meetings were conducted; issues and concerns of C/RCF/Divisions were discussed as well as it served as a venue to discuss the new programs and services of the Region.

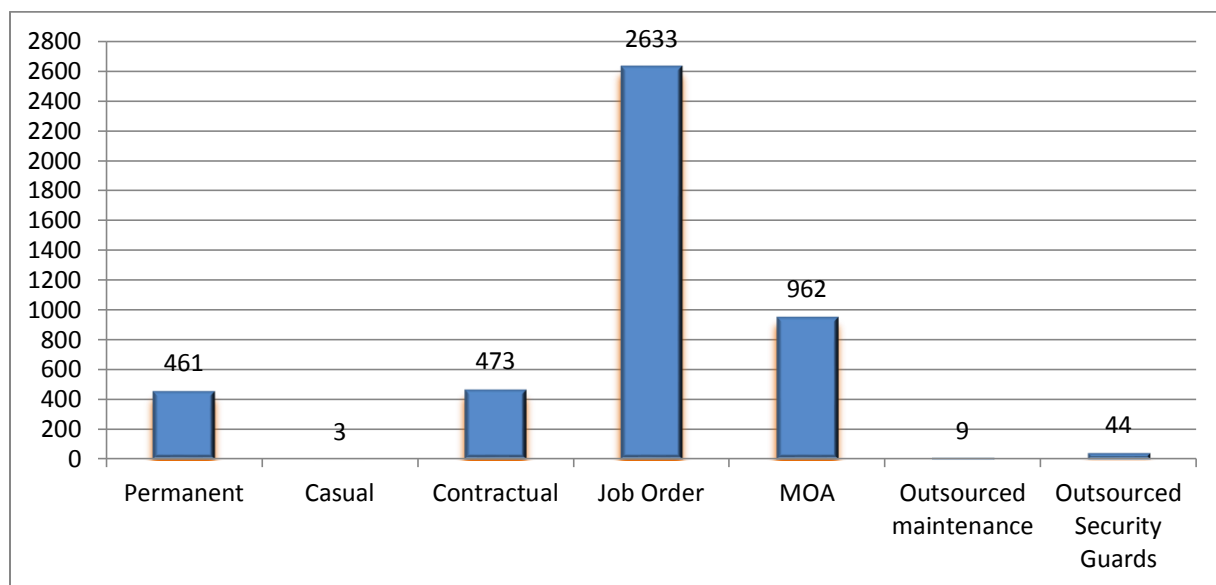
Management Committee Meeting (ManCom)	Monthly	Elven (11) regular meetings and three (3) special RMANCOM meetings were conducted. Focused of discussions are on the developments of the programs/activities/projects of the Region as well as issues and concerns with regards to the Internal Management.
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## Regional Committee Meetings

Committee Meeting	Frequency of Meetings	Accomplishments
Promotion and Selection Board	As need Arises	Conducted 49 meetings. Notified 1,929 qualified applicants for examination, 1,201 interviewed and deliberated, 1,338 hired for different vacant positions for regular, contractual, and MOA.
Regional General Assembly	Quarterly	Three (3) meetings were conducted during the 1 <sup>st</sup> , 2 <sup>nd</sup> and 4 <sup>th</sup> quarter. The following are the highlights of the meeting: <ol style="list-style-type: none"> <li>1. Issues and Concern on Maxicare</li> <li>2. Sharing on Recruitment Process</li> <li>3. Updating of Policies on PAG-IBIG, PHILHEALTH, GSIS and SSS</li> <li>4. SWEAP Sports Fest</li> <li>5. Issuance of Clearance for Retirees</li> <li>6. Resignation of WEMPC Members</li> <li>7. Retirement Benefits</li> <li>8. Accessibility of Facilities for the PWDs</li> <li>9. Updates on Unliquidated Supplies of DSWD-NCR Staff</li> <li>10. Updates on Hazard Pay</li> <li>11. Ongoing Hiring for Additional Staff for Centers</li> <li>12. Monetized Leaves-Non-Taxable</li> <li>13. Maxicare Updates</li> <li>14. Releasing of Additional Cost for MOA Workers</li> <li>15. Inquiry on PIB, PBB and PEI</li> <li>16. Updates on SWEAP – NCR Sports fest 2015</li> <li>17. SWEAP Financial Report</li> </ol>
Regional Policy Development and Review Committee	Monthly	Conducted nine (9) meetings. Highlights of the meetings were Review of Policy Papers, Guidelines and Manual of Operations. A total of 47 Policies were submitted to RPDR.
Bids and Awards Committee	As Need Arises	Conducted 193 meetings for bidding of supplies/ equipment/ foodstuff/advertising services/ rehabilitation and repair for the region.
Regional Grievance Committee	As Need Arises	There is no complaint endorsed to grievance committee for the reporting period.
Change Management Team	As Need Arises	Conducted two (2) meetings. Highlights of the meetings focused on the request for transfer of assignment of FO staff.
PRAISE Committee	As Need Arises	The committee has validated 20 nominees for Regional PRAISE Awards and recommended 22 awardees confirmed during the DSWD-NCR Anniversary.

Committee Meeting	Frequency of Meetings	Accomplishments
Regional BUB Technical Working Group	As Need Arises	Conducted eight (8) meetings. Highlights of the meetings focused on the review of project proposals, implementation of both physical and financial utilization and address concerns and challenges in the implementation of BUB Projects.
Knowledge Management Team	As Need Arises	Three (3) meetings were conducted. Meetings focused on good practices, deliberation and plans for RLRC.

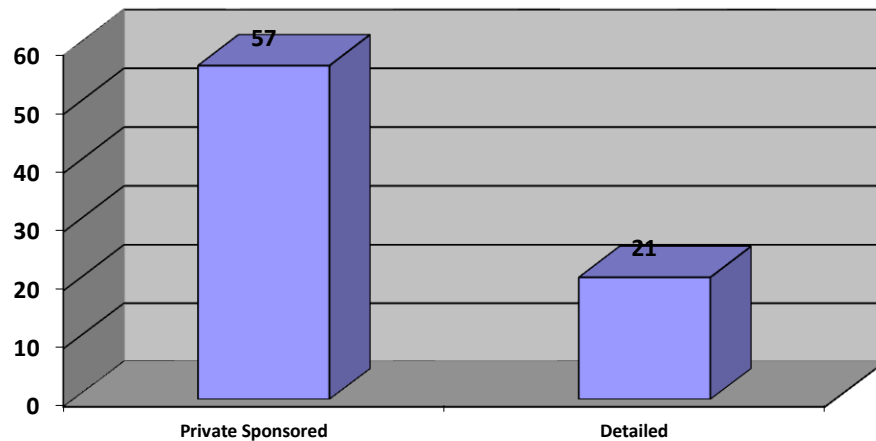
## Staff Complement:



For CY 2015, the Region has a total number of 4,585 staff composed of the following: 2,633 or 57.42% are Job Order; 962 or 38.154% are MOA; 473 or 18.76% are Contractual and 461 or 18.28% holding a Permanent position detailed in different C/RCF/U/Ss. Outsourced Security Guards is 44 or 1.74%, 9 or 0.35% are Outsourced Maintenance and 3 or 0.11% is Casual.

Meantime, to complete the staff requirement of the Region, a total of 142 vacant positions still to be filled up: 12 regular positions, 26 contractual and 104 MOA.

To augment the manpower of the Region, a total of 78 staff was also detailed at the Region. Wherein, costs of service of the 57 staff were being funded by private sponsors and 21 were detailed teachers from Department of Education.



## Character Building Program for Employees

The region is continuously implementing the Character Building Program for the employees. The following character qualities were discussed during meetings, general assemblies and flag ceremonies. The following are the featured character every month.

January	—	Virtue vs. Impurity
February	-	Tolerance vs. Prejudice
March	-	Loyalty vs. Unfaithfulness
April	-	Forgiveness vs. Rejection
May	-	Humility vs. Pride
June	-	Honor vs. Disrespect
July	-	Discretion vs. Simplemindedness
August	-	Dependability vs. Inconsistency
September	-	Deference vs. Rudeness
October	-	Creativeness vs. Underachievement
November	-	Thoroughness vs. Incompleteness
December	-	Compassion vs. Indifference

To strengthen the impact of character values to staff, the region recognized staff who demonstrated the character of the month through provision of certificate of recognition recommended per Divisions/Units/Sections of the Field Office.

## Wellness Break Program

In strengthening the advocacy on achieving a healthy lifestyle among employees the following activities were conducted for the CY 2015:

- **Lecture on “Natural Way of Loosing Weight”**

The activity was participated by 15 female staff from different offices. The lecture focused on the effects of obesity and the importance and benefits of healthy lifestyle in the workplace.

- **Conduct of Summer Wellness Activity: “ The Bigger Loser Challenge” (Balik Alindog Program)**

The activity aims to encourage staff to adhere and maintain healthy life-long habits. Conducted through a contest, participated by 18 female staff of FO-NCR wherein, the staff has undergone physical fitness and diet program.

- **Sports Fest Unlimited sa DSWD-NCR**

Creative parade of colors, games, cheer dance competition, and search for best muse and escort were conducted during the said activity wherein, 890 staffs (540-female / 350- male) staff from Field Office participated the said activities on May 27-29, 2015.

- **Family Day Celebration**

The 2015 Family Day Celebration of DWD-NCR FO staff with a theme of “Gender Equality and Children’s Rights in Contemporary Families” held on October 17, 2015 at Liwasang Aurora, Quezon Memorial Circle, Quezon City. The said activity was highlighted by different fun-filled and exciting games participated by 451 (120 male / 331 female) staff with their family members. Participants exhibit their talents from the different activities conducted and served as a venue to have a good fellowship among their family.

## **Career Development and Management**

The Region has sustained its partnership with the Philippine Women’s University through in-campus Bachelors and Masters (Executive Class) Degree programs in Social Work. For the BSSW, there are two (2) classes, wherein 36 staff from the Region was enrolled during the 3<sup>rd</sup> Trimester and 6 staff in the MSSW program.

Three (3) Middle managers have enrolled in the MGM-ESP thru Pamantasan ng Lungsod ng Maynila off-campus program with the OWWA.

Seven (7) staff was engaged with their continuing education along different field like PH D in Psychology, MA in Psychology, Bachelor of Science in Social Work, Professional Education, Public Administration, MSSW and Master in Government Management.



## 5S Implementation

The different centers/residential care facilities/divisions/ units have been actively implementing 5S in obtaining a good sanitation and healthy environment thru the following efforts:

- Completeness and proper filling of case folders of clients.
- Cleanliness and orderliness of the facility in obtaining a good sanitation and healthy environment.
- Waste segregation from biodegradable and non-biodegradable for C/RCFs.
- Recycling of waste materials.
- Proper filing and labeling of documents for easy reference and retrieval.
- The medical equipment and supplies are well organized in cabinets inside the storage room. With proper labels and expiry dates. Medications are only accessible by the medical staff and/or officers on duty and kept out of reach of children and are only dispense if necessary.
- Medicines and medical / dental supplies were orderly kept within the cabinets, the treatment tray and examining table for easy accessibility when needed.
- Training equipment and supplies are maintained and properly handled, kept organized in cabinets and to safety place.
- Regular grass cutting and arrangement of center's landscape.
- Regular conduct of diagnosis of ICT peripherals for condemnation.

## Resource Generation

### *Memorandum of Agreement with Hospitals*

The region intensifying its resource generation efforts was able to avail discounts in monetized amount of **Php1, 306,910.00** from hospitals where DSWD has Memorandum of Agreement (MOA) with benefiting 141 clients from Nayan ng Kabataan, RSCC, Marillac Hills, Jose Fabella Center, Haven for Children, Elsie Gaches Village, and GRACES.

Names of Hospital/ Funeral Parlors/ Shipping Lines	Services Availed	Number of Persons Served	Amount of Discount/s Granted
<b><i>Hospital</i></b>			
-National Center for Mental Health	-Psychotropic drugs / Psychiatric checkup	15	P 35,386.00
		3	Php15,000.00

Names of Hospital/ Funeral Parlors/ Shipping Lines	Services Availed	Number of Persons Served	Amount of Discount/s Granted
Pacific Global Medical Center	Eye checkup	3	Php125,860.00
Tzu Tchi Foundation	Medical, eye checkup and cataract		
Bago Bantay Health Center	Anti tuberculosis medicine / laboratory	6	Php200,380.00
KASAKA PMDT PTSI	Genes expert test for drug resistant tuberculosis	1	Php25,000.00
Capitol Medical Center	Medical checkup/medicine	2	Php60,400.00
National Kidney Transplant Institute	Medical checkup and medicines	8	Php75,500.00
Lung Center of the Philippines	Genes expert test for drug resistant tuberculosis	9	Php15,000.00
Asia Pacific Eye Care Specialist (APECS)	Eye consultation	1	Php27,500.00
EPHPHETA Foundation for the blind	Medical, eye checkup and cataract examination	25	Php250,600.00
Mega world foundation	Medical, dental checkup with medicines	20	Php60,500.00
Quezon City General Hospital	OPD checkup, laboratory examination, hospitalization	25	Php349,584.00
East Avenue Medical center	OPD checkup, laboratory examination, hospitalization	10	Php35,200.00
Philippine Heart Center	OPD checkup, laboratory examination, hospitalization	11	Php26,300.00
Philippine Orthopedic Center	Checkup, laboratory examination, hospitalization	1	Php4,000.00
		1	

Names of Hospital/ Funeral Parlors/ Shipping Lines	Services Aailed	Number of Persons Served	Amount of Discount/s Granted
San Lazaro Hospital	OPD checkup, laboratory examination, hospitalization		Php700.00
<b>Total</b>		<b>141</b>	<b>Php1,306,910.00</b>

### Donations Received

For the CY 2015, the centers/institutions/unit has granted a total of **Php 13,061,505.83** in cash and in kind. The received donations that are mostly in kind are in the form of foodstuff, toiletries, equipment and various supplies/materials and labor donated by partner agencies, stakeholders, schools and private institutions/individuals.

Likewise, the Region has generated an amount of **Php 73,500.00** from STP Placement Fee from the following schools: Lyceum of the Philippines, Informatics College, Centro Escolar University, National Teachers College, Philippine Christian University, Philippine Women's Univeristy and Mary Hill College Incorporated.

A total amount of **Php 14,441,915.83 or 0.54%** have generated by the region to supplement the regional expenses against **Php 2,646,822,026.16** (current and continuing fund) of the total expenses of this year.

### Social Marketing

For the CY2015, the region was able to conduct the following activities/strategies along social marketing:

- The Social Marketing Unit was able to arrange/coordinate a total of thirty (30) television and sixteen (16) radio interviews.
- In relation to updating of the homepage of the Regional Website for the reporting period, a total of sixty nine (69) stories/updates have been uploaded. These are the following:
  1. NCR's 2014 Exemplary Child Learned His Rights from FDS
  2. DSWD Thanks Stakeholders for the Support on Second Family Assessment
  3. Business and Private Sectors to Assist DSWD to Address the Issue on Street Dwellers
  4. DSWD Continues to Provide Livelihood Capital Assistance
  5. DSWD Encourages the Youth to be Disaster-Ready
  6. SWADAs Express Gratitude to DSWD-NCR
  7. Manila SWDAs and CSOs Partner with DSWD for the OBBSB
  8. Mother of Child Labor Victim Pays Gratitude to Pantawid Pamilya

9. Parent Leaders from Caloocan and Mandaluyong Affirm The Benefits of Pantawid Pamilya Program
10. DSWD-NCR Leads the Validation of Nominees for the Search For Huwarang Pantawid Pamilya 2015
11. Pantawid Pamilya Beneficiaries Demonstrate the Value of Generosity
12. DSWD Taps Academe to Help Address Prevalence of Street Families in Q.C. and Manila
13. PH Delegates from Elsie Gaches Village Win Bronze Medals in Special Olympics World Games
14. Tzu Chi Foundation and DSWD-NCR Conduct Rice Relief Distribution For Muslim Families
15. Sanctuary Center Celebrates Nutrition Month 2015
16. DSWD's Sanctuary Center Celebrates United Nations Day
17. DSWD Assures No "Palakasan System" In Identification Of Poor Families
18. DSWD Center's Client Tops 2015 Oral and Practical Licensure Examination
19. DSWD : Hindi Awtomatikong Benepisyaryo Ng Mga Programa Ang Mga Nasa Listahanan
20. MCCT-HSF Beneficiary Moves Out From Cemetery
21. DSWD-NCR Continuously Conducts Reach-Out Operation In Metro Manila
22. DSWD-NCR, Manila City Assess Reached Out Families At Manila Boystown
23. Typhoon Yolanda Survivors Reunited Through MCCT-HSF Program of DSWD
24. Solo Mother Consider Pantawid Pamilya as God's blessing
25. DSWD-NCR Conducts Exit Conferences To Local Government Units On Listahanan
26. DSWD-NCR's Nasyon ng Kabataan Celebrates 47th Founding Anniversary
27. Metro Manila FASG Joins The Celebration Of 23rd National Family Week
28. DSWD Calls Support Of Barangays For Validation Phase Of Listahanan
29. DSWD-NCR Conducts Its 3rd State Of The Region Address
30. Mga Natatanging Kawani ng DSWD-NCR, Pinarangalan
31. DSWD-NCR Awards Local Government Units and Partners
32. SWD, Inaanyayahan Ang Publiko Na Suriin Ang Inisyal Na Listahan Ng Mga Mahihirap
33. Angat pa, Pinas! (video)
34. DSWD-NCR Awards Livelihood Assistance During The Second Medical Mission Cum Service Caravan at Islamic center in Manila
35. DSWD-NCR Highlights The Strengthening of LSWDOs in the Latest SWD Forum
36. DSWD to Implement GWA Policy in Pantawid Pamilya
37. DSWD-NCR Conducts General Orientation of OBBSB Project For Street Facilitators
38. DSWD-NCR Held the 1st semester SWD Forum on the strengthening of LSWDOs
39. DSWD Surveys 35,103 Families in Navotas City
40. DSWD-NCR Nagsasagawa Ng Pagsasanay Para Sa Mga Enumerators
41. Skills Training Graduation of CCT Beneficiaries
42. DSWD-NCR's Program-Beneficiaries Participated in 117th Independence Day celebration
43. A Fresh Tradition for NVRC on its 61st year
44. SEA-K Beneficiaries say, "Thank you, DSWD-NCR"
45. Leaving No One Behind (video)
46. DSWD-NCR Conducts its 13th Convergence Caravan in Metro Manila
47. Pantawid Pamilya Beneficiaries Join in the Labor Day Jobs Fair at the PICC
48. DSWD-NCR Exhibits Transparency During The Payout Activity
49. DSWD-NCR Launches the Oplan Balik Bahay Sagip Buhay (OBBSB) Project

50. Oplan Balik Bahay, Sagip Buhay (OBBSB) Project Successfully Conducted The Local Summit For Homeless Families
51. DSWD to Train 3,274 Staff For Second Family Assessment
52. DSWD – NCR Highlights Importance Of Men In Families In International Day Of Families
53. DSWD – NCR Augments To The Valenzuela Fire Victims
54. DSWD Magsasagawa Ulit Ng Surbey, Publiko Hinihikayat Na Makiisa
55. Benepisyong Pangkalusugan, Ramdam Na Ng Mahihirap
56. DSWD – NCR Provides Augmentation for LGU – Valenzuela during the Public Assistance Caravan for Fire Victims
57. DSWD-NCR Awarded Certificates for Two (2) New SWDAs
58. SWD-NCR Adds New Facilities To Caloocan City Through The BUB project
59. C/MAT leaders Are Now Capacitated In Camp Management For Disaster Operations.
60. DSWD-NCR Includes Pantawid Pamilya Partner-Beneficiaries In The Government Internship Program
61. DSWD-NCR Wins “Best New Social Technology Award”
62. DSWD-NCR Hails Loyalty Awardees And Retirees During the 64th Founding Anniversary of the Department
63. DSWD-NCR Establishes Partnership with Open Heart Foundation Worldwide, Inc.
64. “Bags of Blessings” Project of Metrobank Group taps DSWD’s Listahanan
65. Former Street Children Find Inspiration In Family Camp
66. DSWD-NCR is Now Hiring Personnel To Conduct Second Family Assessment
67. GRACES is the Only Beneficiary of PhilHealth Fun Run in NCR
68. Metrobank shares “Bags of Blessing” to Poor Families
69. Pantawid Pamilya Beneficiaries Acquires Strengthened Faith Upon Inclusion To The Program

For the CY 2015, the Regional Management Information System Unit of the region has effectively provided the ICT services needed by the region as follows:

- The Region has conducted monitoring compliance of staff to ICT policies especially on the use of internet facility and setting-up of DSWD desktop image through spot checking of per unit.
- The Region continuously providing technical assistance to Pantawid Pamilyang Pilipino and NHTS-PR through:
  1. Monitored and maintained the online encoding activities of the project.
  2. Maintained all IT equipment of the program.
  3. Provided technical assistance along IT related activities
  4. Facilitated request to supplier on the needed assistance as required from the service agreement.
  5. Printing of CVS forms, Validation form and Payroll.
  6. Assist the Regional ICT on the provision of technical assistance within the Field Office.
  7. Supervises and monitor on-going SWDi encoding activities

- Mainstreaming the NHTU and Pantawid Pamilyang Pilipino Program IT staff at the Regional level and has accomplished the following activities such as:
  1. Maintenance of NHTU laptop and other IT equipment.
  2. Name matching and Data monitoring of beneficiary for Strategic Goal 2.
  3. Scanning and Digitizing of all Household Assessment Form.
  4. Assist the Regional ICT on the provision of technical assistance within the Field Office.
  5. Configuration/Installation of Systems for Validation Activity for 2nd round household assessment
- For this year, the Region has maintained 99.38% or 810 ICT equipment vis-a-vis its 815 target ICT equipment.
- The figure below shows that the Region is continuously providing technical assistance to C/RCF/S/Us on the trouble shooting with regards to network problems, etc. that hinders the operations of the concerned C/RCF/S/Us as well as conduct of monitoring and spot checking to determine its compliance on ICT policies.

