

I. INTRODUCTION

The 4th quarter of 2016 has been remarkable and significant for the region as the 38th Founding Anniversary was celebrated. The 1st FO- NCR's Breakthrough Goals Photo Essay Contest with the theme **“SG Tuloy ang Pagbabago”** was also conducted which aim to convey and document the effectiveness and the extent of the achievement of the implementation of FO-NCR's Breakthrough Goals for the past 3 years of its implementation.

The last quarter is also a continuing effort of the region in fulfilling its targets and carry out unaccomplished plans from the previous quarters. As such, all divisions, center and residential care facilities as well as the regional office conducted program implementation review wherein status of accomplishment vis-à-vis the target were reviewed and strategies were identified to respond to the gaps/issues and concerns raised to ensure that targets based on the work and financial plan for 2016 are carried out.

Partnership and coordination with intermediaries and other stakeholders were also done to ensure effective and efficient delivery of services to the disadvantaged and marginalized sector in the Region towards the attainment of different Major Final Outputs (MFOs) based on the given Thrust and Directions for 2016.

Amidst the challenges in the implementation of SWD program and services, the region will continue to perform and accomplish its deliverables towards the attainment of our vision. Highlights of the accomplishments are contained in this report.

II. HIGHLIGHTS OF ACCOMPLISHMENT

MAJOR FINAL OUTPUT I: SOCIAL PROTECTION POLICY SERVICES

1. Policy and Plans Development

1.1 Sectoral Programs

a. Children Welfare Program

a.1. Sectoral Plan for Children

- CY 2017 Sectoral Plan for 2017 was formulated and submitted on November 29, 2016.

a.2. Regional Committee for the Welfare of Children (RCWC)

- The Annual Luzon Cluster Conference held on December 13-16, 2016 at Century Park Hotel became the venue for the conduct of 4th quarter meeting and this was attended by Nine (9) member agencies.

a.3 Advocacy on related laws / policies

- The Foster Care / Adoption Support Group (F/ASG) of DSWD NCR continuous publication through quarterly issue of its newsletter named "ANCHOR" with FO staff and foster / adoptive families as contributors related to Alternative Parental Care Program.
- Inter-Agency Consultation Dialogue and Advocacy Forum on the Guidelines for Minors Travelling Abroad @ Ramada Manila Central Hotel Binondo Manila on November 29, 2016.

a.4 Celebration of Special Events

The Regional Office spearheaded and participated in various activities in celebration of the 24th National Children's Month with the theme "Isulong Kalidad Na Edukasyon Para Sa Lahat Ng Bata". Some of which are as follows:

- Participated to the National Children's Month Kick-off celebration on November 5, 2016 at SM Mall Asia spearheaded by the Council for the Welfare of Children (CWC). Highlights were the longest lined of pencils formed by youth and children.
- Spearheaded the Awarding of Communities of Practice for Child-Friendly Local Governance (CoP-CFLG) Seal held in Atrium Building, Mandaluyong City on November 14, 2016.
- Orientation on Children's Pertinent Laws in Parañaque City Hall held on November 22, 2016 participated by the teachers and students.
- The RCWC Focal person served as Resource Person on "Kalinga sa Batang Pasigueno" Training of Trainer's Capability Seminar Workshop on Enhancing / Eliciting Child's Rights to Participate held on October 20-21 and November 3-4, 2016 in Pasig Science Youth High School, Pasig City and conduct of "Children's Congress" held on November 17, 2016 in Atrium Building, Mandaluyong City.

b. Women Welfare Program

b.1. GAD TWG Meetings and Trainings:

- 3rd quarter meeting originally scheduled on September 22, 2016 was conducted on October 7, 2016. Highlights of discussion are the review of 2016 and 2017 GAD Plan and Budget, Presentation of highlights of Unified GAD Training, Sharing of Ginoo at Ginang Pantawid 2016 at Modeling Ama 2016 and Schedule of Submission of Regional GAD Report and Regional GAD Planning Workshop.
- Meanwhile, the center/residential care facilities and units/section and Unit/Section continuously conducted training and follow through activities for its staff on Gender and Development.

b.2. RIACAT- VAWC

- 2 meetings attended by RIACAT-VAWC members was conducted on October 25, 2016 and year end meeting on December 19, 2016 with the following highlights:
 1. On Trafficking – Signing of the Regional Initiated Guidelines of Social Workers in the Conduct of Rescue Operation on Human Trafficking.
 2. On VAWC -
 - 2.1 Sharing on the result of the workshop/training initiated by PCW on VAW Referral System
 - 2.2 Revisit the Regional Action Plan on VAW for CY 2016
 - 2.3 Review of the RIACAT VAWC which includes the Search for Women Friendly City which will be planned for CY 2017

b.3 Celebration of Special Events:

The region also 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 on November 25, 2016 at PICC.
- Hanging of Advocacy streamers in strategic areas in the field office and selected centers and institutions from November 25-2016 to December 12, 2016.

c. Family Welfare Program

c.1 Sectoral Plan for Filipino Family for CY 2017

- Sectoral Plan for Filipino Family for 2017 was formulated and submitted on November 28, 2016. This captures the consolidated programs/projects and activities of the Department and other agencies on family sector.

c.2 Advocacy on Family Welfare Programs

- Presented during the meeting of Regional Development Committee- Sub Committee on Social Protection (RDC-SCSP) on October 18, 2016 the membership of RIAC-FF Inter-Agency membership and its functions. This is one way of advocating the family welfare programs and the needed support from the RDC.

c.3 Celebration of Special Events

• World AIDS Day

The Field Office commemorated the Observance of World AIDS Day Philippines 2016 on December 1, 2016, 5:00pm at FO-NCR grounds. The objective of the activity is to mobilize the PLHIV community and DSWD-NCR staff in the call to raise public awareness about the fight against HIV and AIDS. The activity was graced by 120 Persons Living with HIV (PLHIV) and around 80 DSWD-NCR staff headed by the Regional Director Vincent Andrew T. Leyson who gave the welcome message. Two (2) PLHIV shared their life testimony and how DSWD has helped them in their journey. Moreover, partners from Project Red Ribbon Care Management Foundation Mr. Ico Rodulfo, President and Ms. Daisy Cruz, President of Babae Plus, NGOs and other HIV/AIDS support groups also graced the activity and gave their messages.

• Drug Abuse Prevention and Control or DAPC Week

The DSWD-NCR joined the annual celebration of Drug Abuse Prevention and Control Week on November 13-18, 2016 through hanging of streamers and by sending FO-NCR delegates in the Kick-off program held on November 14, 2016 at the Cuneta Astrodome. It was co-hosted by the local government of Pasay City and the Inter-Faith Based Council on Drug Prevention and Control. Highlighting the ceremony was the launching of Board Regulations Nos. 3 and 4 or the policies on managing voluntary surrender of people involved in illegal drug activities. The DAPC Week is celebrated every third week of November pursuant to Presidential Proclamation No. 124, dated November 26, 2001.

d. Older Person Welfare Program

d.1 Sectoral Plan for Older Persons for CY 2017

- Sectoral Plan for Older Persons for 2017 was formulated and submitted on November 28, 2016. This captures the consolidated programs/projects and activities of the Department and other agencies on older persons sector.

d.2 Celebration of Special Events

Pursuant to Proclamation No. 470 declaring every 1st Week of October and every year thereafter as "Elderly Filipino Week Celebration", DSWD-NCR spearheaded various activities with this year's theme: *"Pagmamahal at Respeto ng Nakababata, Nagpapaligaya sa Nakatatanda"*, such as follows:

- Participation to the “Walk for Life”, a fun walk event spearheaded by the Department of Health and the National Coordinating and Monitoring Board on October 1, 2016. A total of 30 DSWD-NCR delegates joined the event while 17 LGUs in NCR were mobilized to bring 100 delegates each. Various medical services were provided to 1000 Senior Citizens ranging from pneumococcal and flu vaccine, geriatric assessment, sugar testing and medical checkups with free medicines.
- On October 3, 2016, Prayer for Senior Citizens was offered during the flag ceremony at the Field Office. Likewise Elderly Filipino Week Celebration was announced and schedules and activities for the whole week were also shared during the activity.
- Dalaw Kalinga was spearheaded by DSWD-NCR at Correctional Institute of Women (CIW) on October 7, 2016. Short program and socialization with senior citizens thru singing, dancing and “kwentuhan” were facilitated by DSWD-NCR staff. Snacks and bags of hygiene kits goods were also distributed to senior citizens.
- On October 6, 2016, “Forum on Elder Abuse and Senior Citizens Pension ” was conducted at SM north EDSA Skydome. This activity was conducted in partnership with COSE, SSS, DSWD-CO and DSWD- NCR. During the said activity, social protection programs and services of DSWD, SSS, Philhealth and GSIS were discussed. Orientation on Elder Abuse was also conducted. The said activity was attended by representatives from CSWDOs, OSCAs and SC Organizations in different LGUs. Said activity was attended by more than 250 participants.

e. Person with Disabilities Program

e.1 Sectoral Plan for PWD for CY 2017

- Sectoral Plan for PWD for 2017 was formulated and submitted on November 28, 2016. This captures the consolidated programs/projects and activities of the Department and other agencies on PWD sector.

e.2 Development of Concept Paper

- Concept Paper for Provision of Comprehensive Program for Improved Male Mental Patient to address the current increasing trend of cases at JFC was developed and submitted to Central Office on October 18, 2016.

e.3 Celebration of Special Events

- 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.
- In celebration of the said event, DSWD NCR conducted the post NDPR celebration: Consultation Dialogue with Stakeholders held last October 18, 2016 at Rembrant Hotel.

Issues and concerns on PWDs were discussed and as per output of the activity, the concerns of PWDs will be presented to the RDC-Metro Manila Meeting wherein Metro Manila Mayors are the one attending.

1. 2. On-going Social Technology Projects

a. Strategies Towards Acceptance Reintegration and Transformation (START) of Poor Drug Dependents:

- **START PREW-** START implementers composed of FO-NCR SWS for Family Welfare and CBSS Staff, Anti-Drug Abuse Councils (ADACs) and C/MSWDOs from Makati, Taguig and Mandaluyong, DOH-TRC and START beneficiary and his co-dependent attended the START PREW on November 21-25, 2016 at Cagayan de Oro. Highlights of the PREW included revisiting the START Guidelines vis-à-vis the actual accomplishment, sharing of good practices and planning for 2017 Institutionalization of the Project.

b. PagHILOM (Healing Intervention Leading To Optimum Rehabilitation Management Of Victims Of Torture And Enforced Disappearance)

This is being implemented at the Crisis Intervention Unit of the Region. Highlights of accomplishment on the implementation of this social technology project are as follows:

- Assisted a total of **twenty-eight (28)** victims of torture and enforced disappearance including their families who were referred by partner NGOs Balay Rehabilitation Center and Families of Victims of Involuntary Disappearance (FIND). Nature of assistance includes medical, educational and transportation assistance with total fund utilized amounting to **P171,300**.
- The Balay Rehabilitation Center in partnership with DSWD-Social Technology Bureau (STB) and Field Office NCR spearheaded a Seminar on the Right to Rehabilitation of Torture and Enforced Disappearances and Their Family Members cum Orientation on the PagHILOM on November 28 to December 1, 2016 at Fersal Hotel, Quezon City. The activity was attended by frontline Social Workers from the City/Municipal Social Welfare and Development Offices in NCR and DSWD-NCR Social Workers from Crisis Intervention Unit, Community Based Services Section, Jose Fabella Center and Protective Services Program. The objectives of the activity include to discuss the mandate and state agencies, particularly the DSWD in the prevention and rehabilitation of victims and their family members based on the Anti-Torture and Anti-Disappearance Law, orient the participants about PagHILOM Guidelines, to orient the participants on DSWD Guidelines on PagHILOM and more importantly to discuss the case management approach and other relevant modalities in addressing the needs of victims of torture and enforced disappearance.

c. Reporting System and Prevention Program for Elder abuse Cases (ReSPPEC)

- Case Conferences and Technical Assistance to identified ELDER ABUSE cases conducted last October 2016. There are 15 cases identified with category of neglect to the senior

citizens. Case management and appropriate interventions and assistances were provided ranging from medical, financial, livelihood, counseling, family dialogue, etc.

- Orientation on the Database System was conducted last November 18, 2016. Orientation/Advocacy activities is continuously being conducted by the OSCA, CSWDO, City Health Office and Protective Council for Senior Citizens in the barangay and hospitals.

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 and provided comments and recommendations on the Draft Guidelines on RA 10868 or the Centenarian Act of 2016.

Further, the Regional Policy Development Review Committee (RPDRC) conducted 1 meeting for the 4th quarter of CY 2016 and reviewed a total of two (2) FO-Initiated guidelines as follows:

- 3rd Amendment of RMO No. 1063 Series of 2011: Guidelines in Providing TARA to LGUs in NCR through the SWAD Teams
- Draft NVRC Procedural Guidelines in the Implementation of Massage Therapy Review Class

1.4 Research Proposals Approved and Undertaken

For this period, a total of **11** research proposals were approved and undertaken in the Field Office and Center/Residential Care Facilities wherein nine (9) manuscripts are still for submission of the researchers to the Region while two (2) research studies are still on-going. Summary are as follows:

Type	Title
Doctorate	<ul style="list-style-type: none"> • Politics of Health Policy in the Philippines
Masteral	<ul style="list-style-type: none"> • Forgiveness Therapy for the Abandoned and Neglected Elderlies at Golden Reception and Action Center for the Elderly and other Special Cases (GRACES) • Assessment of Readiness for Change of the Health Information and Records Section of Quirino Memorial Medical Hospital (QMMC)
Undergraduate	<ul style="list-style-type: none"> • Care Children's Assistance and Relief Establishment • Child Labor: Money over Health, Education and Toys • Understanding Parental Authority • Levels of Optimism and Coping Strategies of Children in the Selected Orphanages within National Capital Region • Effects of Contemporary Worship Music in Managing Anger among Clients with Post-Traumatic Stress Disorder • Perception of Pantawid Pamilyang Pilipino Program Beneficiaries on Maternal and Child Health and Health-Related Services in a Selected Barangay in Pasay City • Quality of Life, Psychological Well-Being and Religious Coping in

Type	Title
	<p>Relation to Geriatric Depression of Institutionalized and Community Based Elderly in Metro</p> <ul style="list-style-type: none"> A Case Study on the Coping Mechanism of Badjao Families in Manila Through their Settlement and Living Conditions

Further, findings and recommendations of the completed researches undertaken were consolidated and shared with the concerned Units/Center/Residential Care Facilities as basis for improvement in the implementation of programs and provision of services.

2. National Household Targeting System

a. Listahanan Data Sharing

- For this quarter, continuous promotion of the Listahanan 2 data was conducted during Refresher Session on SP VAM and Updating of SPDR on October 19-21, 2016 and C/M/SWDO Consultation Dialogue held on December 9, 2016. As a result, four (4) LGUs namely Valenzuela City, Las Pinas City, Quezon City and Caloocan City requested Listahanan 2 Statistical Data which they will be using in the planning and assessment of social protection services in their respective LGUs.

b. Encoding Activity

- In compliance to the directive and record keeping policy, the region conducted the scanning of all Household Assessment Form utilized during the 1st round of assessment. Job order staff were hired to facilitate the scanning. As of December 18, 2016, a total of 84.1 % or 710,353 out of 844,454 HAFs were already scanned.

3. Implementation of Convergence Strategy

3.1 Functionality of C/MATs:

- A total of 28 City/ District Action Teams from the 17 LGUs were organized in the National Capital Region representing 100% of the target. Given that NCR is a DASULO region, the C/MATs are composed of Pantawid amilya City Links, SLP Project Development Officers II, MCCT HSF, Child Welfare Assistants, Social Welfare Assistants and Convergence Social Welfare Officers II. The Regional Project Coordinators, the Regional Convergence Coordinator and the Area Coordinators of both SLP & PP were designated as Coach Monitors of C/MATs to ensure close supervision and provision of technical assistance.

3.2 Implementation of the City/Municipal Action Plans (CMAPs):

- A total of 28 SWDI-Based CAT plans are being implemented and monitored every C/MAT Meetings. The Plans were being enhanced by C/MAT members depending on the status of its accomplishments and quantifiable variances.
- The 28 CMAPs of NCR were subjected to the Functionality Assessment to include; Caloocan North, Caloocan South, Las Pinas, Manila DAT 1, Manila DAT 2, Manila DAT 3, Manila DAT 4, Manila DAT 5, Manila DAT 6, Muntinlupa, Makati, Malabon,

Mandaluyong, Marikina, Navotas, Pateros, Paranaque, Pasay, Pasig, QC DAT 1, QC DAT 2, QC DAT 3, QC DAT 4, QC DAT 5, QC DAT 6, San Juan, Taguig and Valenzuela.

- Results of CMAT Functionality Assessment shows that, out of the 28 CMATs of NCR, only CAT Navotas is fully functional with an index score of 2.90, the rest of the CMATs are partially functional and the least functional City Action Team who has low index score is Quezon City DAT 3 with an index score of 2.17. The common indicators observed were majority of the CMATs did not comply, like the attendance of the mayor during LAC meeting and complete attendance of CAT members.

3.3 2nd NCR- LED REGIONAL DIRECTORS'CONSULTATION WORKSHOP

- The activity was held at Icon Hotel, Timog Avenue Quezon City with a theme *"Harvesting Success: Making Convergence Happen"* on December 5-6, 2016 attended by 7 National Government Agencies namely: DSWD, DOLE, DPWH, DENR, POPCOM, DILG and MMDA. The activity aimed for the partner agencies to renew their existing agency program mandate for the Pantawid Pamilya beneficiaries towards the improvement of their level of well- being which is translated into an RDCW Plan for CY 2017. Likewise, as the year ends, this 2nd NCR RDCW also aimed at recognizing the contribution of partner agencies of their contribution in DSWD Strategic Goals particularly SG 1 and SG 2. Highlights of discussion during the said activity are as follows:
 - Presentation of Overall Regional Results Pantawid Pamilya: Noon at Ngayon
 - Revisiting the 1st NCR- Led RDCW in 2015
 - Harvesting Success: Sharing of Convergence Good Practices: Urban Vegetable Farming in Sanctuary Center in Mandaluyong City; DTI's Product Development and Labelling; DPWH Trabahong Lansangan and DSWD Convergence Caravan- Manila
 - Common Vision and Guiding Principles by Sec. Judy Taguiwalo
 - Workshop 1: Harvesting Lesson and Areas for Growth
 - Workshop 2: Regional Planning
 - Presentation of Plans and Commitments
 - Fellowship Dinner and Renewal of Commitments with the Regional Directors

3.4 Convergence Caravan/ Initiatives

- 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. For the reporting period, 3 Convergence Caravans were conducted in the following LGUs:
 - Taguig- October 25, 2016
 - Muntinlupa- October 28, 2016
 - Las Pinas- November 8, 2016
 - Manila District 1- December 11, 2016
 - Navotas- December 27, 2016

Highlights of the activity are as follows:

- Part 1- Program highlighting the Status of Implementation of Pantawid Pamilya, ceremonial awarding of various programs of LGU, messages of commitment of support by the Local Chief Executives and other Local officials, testimonies of the partners: program beneficiaries, health and education sectors

- Part II- Service Caravan: Jobs Fair, Free Haircut and Massage, Free Implanon (Family Planning method), Distribution of Nutri-Cook book from NNC, DAs provision of seeds, medical mission, selling of NFA rice, Orientation on Kasambahay Law, BPI Globe Banko, Safe Drinking Water and SSS, DTIs Diskwento Caravan, Skills Demonstration and the display of SEA-K products.

3.5 Conduct of Unified Regional Program Management Team (URPMT) Meeting

- For the 4th quarter of CY 2016, the region conducted, four (4) Unified Regional Program Management Team (URPMT) Meetings on October 3, 2016 (original schedule is September), October 20, 2016, November 14, 2016 and December 20, 2016. The meeting was attended by the URPMT Members composed of Division Chiefs and/or their designated representatives, Pantawid and SLP RPMOs, selected CAT Team Leaders, Assistant Regional Director for Operations and headed by the Regional Director. Highlights of discussion during the meeting are the Status of CMAP Development, CAT Good Practices, Status of Convergence Initiatives, CAT Functionality, SWDI Accomplishment, Result of CMAT Functionality and DSWD UNDP Engagement on BUB.

4. Regional Development Council-Sectoral Committee on Social Development – Sub-Committee on Social Protection (RDC-SCSD-SCSP)

- 4th Quarter Synchronized RDC-SCSD-SCSP meeting was conducted on October 18, 2016 participated by 34 representatives from NGAs/NGOs/SWADAs, 35 LSWDO/OSCA/PDAO and 10 staff from DSWD-NCR. Committee members from the Regional Sectoral Inter-Agency Committees were invited to attend the meeting as a result of the recommendation during the 3rd Quarter RDC-SDC-SCSP meeting held on August 24, 2016. Highlights of discussion are the Presentation of functions of Regional Sectoral Inter-Agency Committees Chaired by DSWD-NCR and Direction for the Sub-Committee on Social Protection for CY 2017.

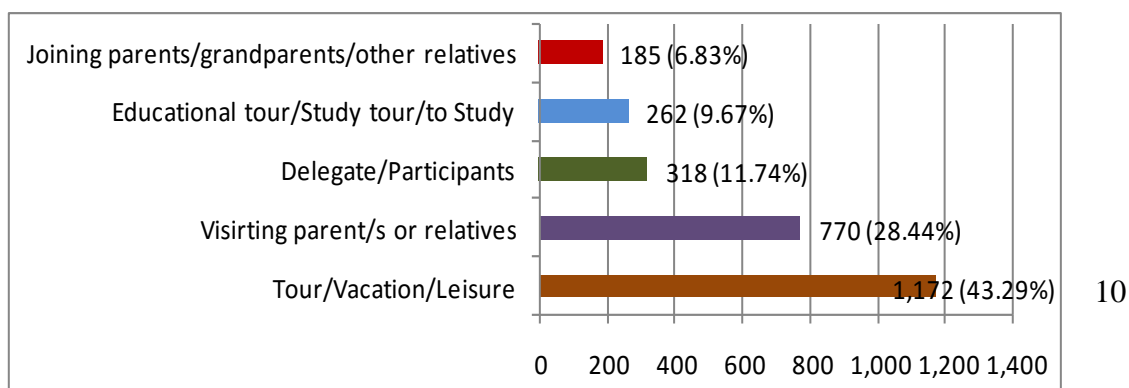
MAJOR FINAL OUT II: SOCIAL PROTECTION SERVICES

MFO 2a: Direct services to community based clients and statutory programs and services

A. MINORS TRAVELLING ABROAD

For the 4th quarter of 2016, a total of 2,710 applications were received by the region. From the total, 2,707 or 99.88% were issued with travel clearance certificates to minors travelling abroad while 3 or 0.11% applicants were disapproved due to unsure safeness purpose of minors. It was also noted that the male applicants obtained the higher number of applicants for this period with 1,373 or 50.66% compared to female which has 1,337 applicants or 49.33%.

The purpose of approved travel of the minors are classified into five categories as shown below:



On the top list purpose of travel abroad for this period is **vacation/tour** with **1,172 applicants or 43.29%, mostly accompanied by grandparents/relatives**. Second in the rank are as a purpose of travel abroad **Visiting parents/relatives** with **770 applicants or 28.44%** followed by **Delegate/participants** with **318 applicants or 11.74%** on the other hand fourth on the rank is **educational/tour** that has **262 applicants or 9.67%** and lastly **Joining parents** has **185 applicants or 6.83%**.

For this period, the **Grandparents** are frequently allowed as the travelling companion of minors and are in **rank 1** with **797 or 29.44%**. Obviously, minors' parents are very confident in entrusting their children to travel with the grandparents. Next in **rank 2** are **aunts/uncles/cousins/grand aunts** with either from the maternal or paternal side as minors' travelling companion with **718 or 26.52%**. **Rank 3** are **Teachers and other School Representative** with **490 or 18.10%** as the authorized traveling companions of minors for school-related activities. Next is travelling with **brother and sister** as traveling companion of minors with **288 applicants or 10.63%** who are responsible enough to take care of their younger siblings. **Rank 5** is with biological Father with **171 or 6.31%** for illegitimate minors. **Lastly**, either a **family friend/Nanny/Step-father/step-mother/prospective Adoptive Foster Parents/Foster Parents** with **132 or 4.87%**.

From the total of **2,707 applicants, 111 minors or 4.10%** will be travelling alone or without adult companion. These minors were travelling abroad either to visit their parents or spend vacation with their parents or relatives. Their travels were properly arranged by their parents with the airline personnel who will assist them during travel and will be fetched by their parent/s in the port of destination.

Countries with the most number of visits are Singapore, Hong Kong, Japan, UAE and China.

The total amount of travel clearance fees collected and which will be forwarded to the National Treasury by the Cash Unit for the month amounted to **P 781,000.00** for **2,2605** minors who applied for 1 year validity and paid P300.00 each. On the other hand, **102** minors requested for the two-year validity of their Travel Clearance Certificate and paid P 600.00 per minor with a total of **P 61,200.00**, especially for regular travelers to facilitate their continued travel for the allowed maximum period of two (2) years. A total of **842,700.00 were collected for this quarter**.

B. ALTERNATIVE PARTENTAL CARE PROGRAM

ADOPTION

I. CDCLAA PROCESSED

As of December 31, 2016

TYPE OF PLACEMENT	TOTAL # RECEIVED	ISSUED WITH CDCLAA	ENDORSED TO CO	ON-PROCESS AT FO	RETURNED/ ON-HOLD
REGULAR	28		5	17	6

REGULAR UNDER FOSTER CARE	1			1	
FOSTER-ADOPT	1	1			
DIRECT PLACEMENT	12		4	6	2
TOTAL	42	1	9	24	8

For the 4th quarter of 2016, there were 42 new cases filed at the DSWD-NCR. From the total cases, 28 or 67% are subject for regular adoption while 12 or 29% are considered directly placed cases from Kaisahang Buhay Foundation and different Local Government Units of the Region as Quezon City, Muntinlupa, Manila & Caloocan, 1 or 2% of the total case was classified as foster-adopt and the other 1 or 2% case was under Regular Adoption but placed in Foster Care.

From the 42 cases, 57.14% or 24 are awaiting certificates of posting from different LGUs and Field Offices and for review of the focal person, 21.43% or 9 cases were already endorsed to central office and awaiting issuance of certificate, 19.05% or 8 were on hold/returned as the petitioner were still complying based on the comments of the Field Office &/or Central Office and 2.38% or 1 was issued with certificate within the reporting period.

For this period, a total of **33** children were issued with CDCLAA. Out of this, 97% or 32 were carry over cases filed within the previous quarter of 2016 & 2015 while 3% or 1 were issued with CDCLAA filed within the 4th quarter as of this writing.

II. STATUS OF CHILDREN UNDER RECEPTION AND STUDY CENTER FOR CHILDREN (RSCC)

TOTAL NO. OF CHILDREN ADMITTED (AS OF 4TH QUARTER 2016)	TOTAL NO. OF CHILDREN FOR ADOPTION	STATUS OF CHILDREN FOR ADOPTION				
		NO. OF CHILDREN WITHOUT CDCLAA	NO. OF CHILDREN WITH CDCLAA	NO. OF CHILDREN LOCALLY MATCHED	NO. OF CHILDREN CLEARED FOR INTER-COUNTRY ADOPTION	NO. OF CHILDREN MATCHED THRU INTER-COUNTRY ADOPTION
181	60	42	18	0	8	2

Reception and Study Center for Children (RSCC) have a total of 181 cases served for the 4th quarter of calendar year 2016.

Out of 181 children, 121 or 67% were temporarily sheltered at the Center and for possible reunification to their families or relative while 60 or 33% were identified children for adoption. Out of the 60 cases for adoption, 42 or 70% cases were still on process while 18 or 30% of children were already issued with CDCLAA.

Of the 18 children issued with CDCLAA, 2 were matched thru ICAB, 8 were cleared for inter-country adoption, 6 are on-going compliance of documentary requirements for local Matching Conference and 6 cases has been closed to ICAB level as there is no family matched to the said children who has special need.

III. Cases Issued with CDCLAA- 4th Quarter 2016

TOTAL NO. OF CHILDREN ISSUED WITH CDCLAA FOR 4 TH QUARTER 2016 (R, FA, DP)	NO. OF CHILDREN LOCALLY MATCHED	NO. OF CHILDREN CLEARED FOR INTER-COUNTRY ADOPTION	NO. OF BACKLOGS (CASES NOT YET MATCHED / CLEARED FOR INTER-COUNTRY ADOPTION
33	3	7	27

There are thirty-three (33) cases of children issued with CDCLAA of which three (3) or 9% were matched locally, seven (7) or 21% were issued with Regional Clearance for Inter Country Adoption, three (3) or 9% were received by the Field Office for matching presentation on the next matching conference, five (5) or 15% were put on hold by the Field Office while waiting for compliance of the concerned CCAs and fifteen (15) or 46% are yet for submission to the Field Office.

Further, there were also 22 children locally matched whose CDCLAA were issued in the previous year/quarters and was submitted for matching conference this quarter while 18 children were also issued with Regional clearance whose CDCLAA were issued in the previous year/quarter. With these, ARRS were able to issue a total of 25 ACA/PAPA and regional clearance both new and carry over cases that were submitted for matching conference from October – December 2016.

IV. Number and Status of Adoptive Applicants and PAPs Developed:

Source of Application	# of Adoptive Applicants/ For Assessment	# of PAPs Developed/ Approved	# of PAPs matched	No. of Available PAPs (Not Yet Matched)
Internet/ Dashboard				
Phone Inquiry	1			
Walk –In	6	19	11	5 (on- going matching/ awaiting to be matched)
Adoption Help Desks				
Referrals	1	4	4	
Others (specify)				
Total	8	23	18	5

Twenty three 23 Prospective Adoptive Parents (PAPs) are developed/approved of the 23 PAPs, 19 were assessed walk-in applicants for this reporting period, 4 were foster- adoption and were referred by CRIBS, Parenting and Operation Compassion for eligibility assessment of PAPs relative to issuance of Affidavit of Consent to Adoption (ACA) and the remaining 5 were not yet matched as there were no available children of their preference.

Field Office served 8 new Adoptive applicants wherein, 2 were presented and matched while the remaining 6 were all under assessment of the concerned social workers and PAPs are still complying documentary requirements. Of the 8 cases, 6 are walk-in applicants who visit the office to inquire regarding adoption, 1 is a referral for eligibility assessment of PAPs relative to issuance of ACA/PAPA and 1 learned about adoption through phone inquiry and eventually attended the regular adoption forum.

Other activities conducted for the quarter are:

- Adoption Telling Seminar “Telling: When is the right time? How?” conducted at RAMADA Hotel, Ongpin corner QuintinParedesSts., Binondo, Manila conducted on November 12,2016 with Php 47,894.00 fund utilized.
- FASG General Assembly cum Year-End Get Together held at ICON Hotel, Quezon City on December 3, 2016 with allocated Php 86,000.00.
- Year-End Consultation Dialogue with Partners and Intermediaries on RA 9523, Adoption and Foster Care held at Cherry Blossoms Hotel, Quezon City on December 9, 2016 with Php 68,178.75.

FOSTER CARE

Year	Number of Licensed foster families
Carry Over Cases	282
4 th Quarter of CY 2016	16
Total	298

The Foster Care Section was able to develop a total of 298 families from 2012 to present. As of reporting period, 16 foster care licenses were issued to foster parents developed by DSWD-NCR Foster Care Section. Of the 16 foster families of which 12 with subsidy and 4 with no subsidy. Likewise, 358 children placed-out for foster care.

However, this this quarter no new applicant enrolled in the program, the enormous increase of basic commodities which have affected the economic condition of most of the Filipino families, the social workers have made their best effort to look for families who are willing to provide permanent or temporary custodial care to children needing alternative family care through the adoption forum and symposia. Social Workers continuously thrive to develop and license foster care volunteer families. One of the strategy for this quarter to increase the awareness of the community on the program was the conduct of Orientation on Adoption and Foster Care Service was in the LGU of Paranaque City on December 27, 2016.

C. ASSITANCE TO INDIVIDUALS IN CRISIS SITUATION

The Emergency Assistance Section of the Field Office - National Capital Region caters to all clients who are in crisis situation walk-in or referrals regardless of their place of origin. This is in accordance to the mandate given by the Field Office’s Regional Director.

For the 4thQuarter of 2016, the Emergency Assistance Section – Crisis Intervention of the Field Office – National Capital Region was able to facilitate provision of assistance amounting to Php 43,768,530.chargeable against the 2016 fund allocated of the Region for the assistance provided to 16,074 served clients.

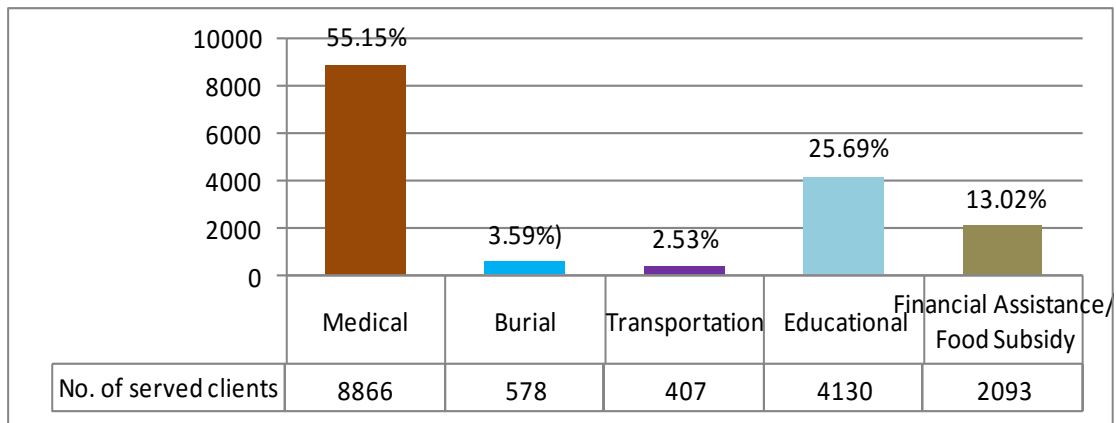


Figure above shows that a larger percentage of assistance extended were along medical assistance catering 8,866 (55.15%) clients, followed by educational assistance with 4,130 (25.69%) clients, financial assistance/ food subsidy with 2,093 (13.02%) clients, burial assistance to 578 (3.59%) clients and lastly transportation assistance to 407 (2.53%) clients respectively.

From 16,074 clients served 4,366 or 27.16% are male clients and 11,708 or 72.83% are female clients which demonstrate the majority of clients seeking assistance.

Majority of individuals seeking assistance are ages between 18-59 years old with 13,163 or 74.29%, followed by Senior Citizens with 4,503 or 25.41%, 0-13 years old with 34 (0.19%) clients and there were 18 (0.10%) clients ages 14-17 years old.

A total of 69 Pantawid Pamilyang Pilipino Program partner –beneficiaries were provided assistance.

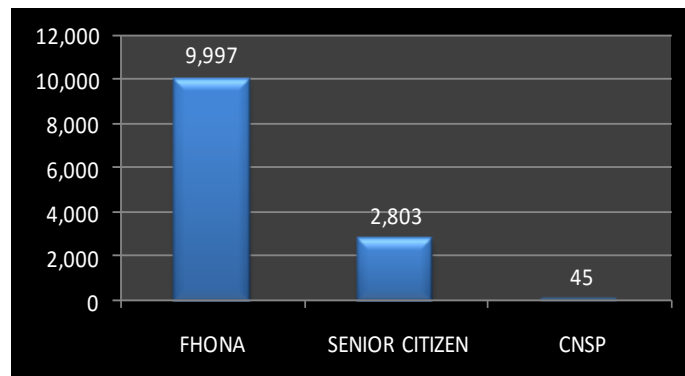
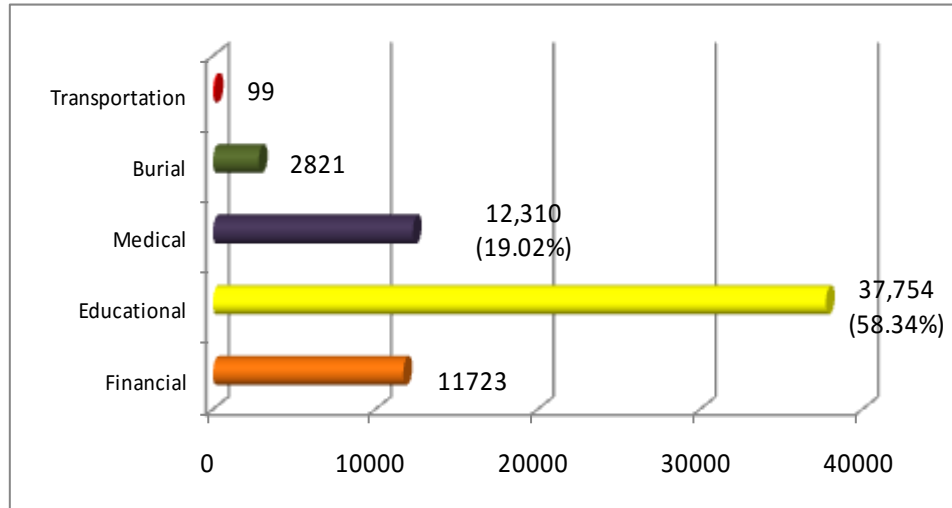


Table above was categorized based on the number of served client, for this reporting period Family Heads and other Needy Adults (FHONA) with 9,997 individuals was served, mostly, mothers whose children or partner are in medical facilities and required for medical interventions or needs to maintain medical prescriptions are the common reason of the cases that sought the assistance of the department This was followed by Senior Citizens (SC) comprises 2,803 individuals, a special lane was maintained to facilitate the immediate response and the processes of providing assistance in consideration to their conditions. The least category is Children Needing Special Protection (CNSP) with 45 individuals.

D. PROTECTIVE SERVICE PROGRAM

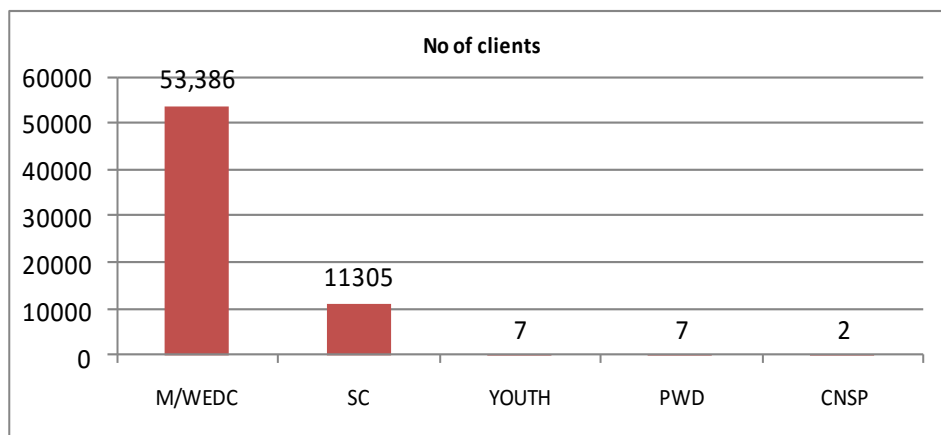
For the 4th quarter covering October to December 2016, there were 64,707 total clients served from different sectors of the community and provided proper assistance and intervention needed.

Below is the breakdown of services provided to clients:



Educational assistance has the highest number of served clients with 37,754(58.34%) individuals mostly 30-44 ages years old individuals sought to address school expenses and/or cost of sending their children/students to school. Second in rank was clients who sought assistance for medication, surgical procedure and hospitalizations were provided cash and guarantee letters to 12,310(19.02%) clients followed by financial assistance/Food Subsidy with 11,723 (18.11%) individuals. With the least assistance provided is Burial and Transportation Assistance got the fourth and fifth rank respectively.

Number of clients per category:



Majority of the clients served by the Region is categorized as M/WEDC **which comprises of 53,386 clients or 82.5%** from the total clients served for this year. On this category 39,685 or 74.33% are female while 13,701 or 25.66% of clients are male. This was followed by services to **Senior Citizen with a total of 11,305 or 17.47%** of which 8,059 (71.28%) are female and 3,246 (28.71%) male

clients. Whereas, the **16 or 0.02% clients served were under, CNSP, PWD and YNSP** contributes to the total client served consist of 13 (81.25%) female and 3 (18.75%) male clients.

The PSP is strictly following the issued Memorandum Circular No. 09 s. 2016 on payouts schedule in district offices was restricted and highlighted that pay out for Protective Services Program should be within DSWD premise/office. The Memorandum also emphasizes the role of the Social Worker in identifying and classifying clients to be serve by the program. Social Workers conducted comprehensive assessment and interview to the clientele in the implementation of the program to the individual in crisis situations and communities in need of assistance.

E. COMMUNITY BASED SERVICES

KEY PERFORMANCE INDICATORS	ANNUAL TARGET FOR CY 2016				SERVED FOR THE QUARTER						TOTAL SERVED FOR THE QUARTER			
	Old/ 2015		New		October		November		December		Old		New	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F
CNSP	6	4	115	151	0	0	0	0	7	6	6	4	7	6
MEDC/ WEDC	49	277	253	183	94	70	94	70	89	19	49	277	277	159
SUB-TOTALS	55	281	368	334	94	70	94	70	96	25	55	281	284	165
	336		702		164		164		121		336		449	
GRAND TOTAL	1, 038				449						785			

For the 4th quarter of 2016, the total individuals served by CBSS were 785 of which 336 carry over cases and 449 new cases. The most number of served individuals are under the category of WEDC/MEDC with a total of 763 (97.07%) clients served while CNSP has 22 (2.80%) client served. The constant increase in the number of clients were (WEDC) and (MEDC) they are the repatriated OFW from KSA and referrals for assessment from the Office of the Undersecretary for Operations and Programs Group and walk-in clients a referrals from OWWA.

The sources of referral for the reported period were from PSB,SWATO,PSFMO, e-mail and referred by Government Offices (OUMWA, PAC, RTC),

Close coordination with government agencies such as the Department of Health (DOH), Overseas Workers' Welfare Administration-Repatriation and Assistance Division (OWWA-RAD), NAIA Task Force Against Trafficking in Persons (TFATP) on the assistance for arriving medical repatriates was made to ensure the immediate response to the victims.

F. DISASTER RESPONSE

For this quarter, the region has provided augmentation support to 8,808 families with 24,155 individuals with the total amount of PHP9,649,096.44 by providing, 12,887 Family Food Pack, 55,698 Bottled Water, 6,369 Hygiene kits, 1,929 Malong, 7,347 Mats, 120 sacks of Used Clothing and 1,038 blankets through the request of Local Government Units, Legislators, and other requesting parties.

Of this total, eleven (11) LGUs were provided with resource augmentation in various incidence occurred in their respective communities.

LGU/NGO/PO	FIRE	FLOOD	DEMOLITION	WALK IN CLIENTS/ NGO/PO	RALLY	TOTAL
Quezon City	923,283.42		46404.75			969,688.17
Valenzuela City	7,662.24					7,662.24
Muntinlupa City	404,329.70					404,329.70
Caloocan	158,058.12					158,058.12
Mandaluyong	4,202,933.00					4,202,933.00
Manila	73,423.91		11,174.10			84,598.01
Paranaque	138,982.06					138,982.06
Pasig	91,788.20					91,788.20
Malabon	69,772.56					69,772.56
Las Pinas	2,319,673.00					2,319,673.00
Marikina		108,903.00				108,903.00
NGO/PO (walk in clients)				4150.38		4,150.38
People Surge and Kadamay Partylist					1,088,558.00	1,088,558.00
GRAND TOTAL	8,389,906.21	108,903.00	57,578.85	4,150.38	1,088,558.00	9,649,096.44

Below are the incidents provided with augmentation:

Incidents	SERVED		Augmentation	Amount
	Individuals	Families		
FIRE	24,155	5,077	9,165 FFP 47,923 Bottled Water 6,369 Hygiene kit 1,929Malong 7,347 Mats 120 sacks of Used Clothing 1,038 blankets	Php 8,389,906.21
FLOODING		300	300 Food Packs 1,500 Bottled Water	Php 108,903.00
DEMOLITION		118	118Food Packs 2,275 Bottled Water	Php 57,578.85
RALLY		3,300	3,300 Food Packs 4,000 Bottled Water	PhP 1,088,558.00
ASSISTANCE TO WALK IN CLIENTS		13	4 Food Packs	PhP4,150.38
GRAD TOTAL	24,155	8,808	12,887 Food Packs 55,698 Bottled Water 6,369 Hygiene kit 1,929Malong 7,347 Mats 120 sacks of Used Clothing 1,038 blankets	Php 9,649,096.44

For this quarter, DSWD- Disaster Response Section has monitored and reported **33 fire incidents** that affected **ten (10) LGUs** such as (Quezon City, Valenzuela, Pasig City, Parañaque, Mandaluyong City, Caloocan City, Malabon City, Manila, Las Piñas and Muntinlupa City). A total of **Php8,389,906.21** was **provided as augmentation assistance** to requesting part/ies for the incident-affected families through the provision of family food packs, bottled water, hygiene kit, malong, mats, sacks of used clothes and blankets.

A total of One Hundred Eight Thousand Nine Hundred Three pesos (**Php108,903.00**) was provided by DSWD-NCR as augmentation assistance to requesting party/ies for **flooded incident-affected families in the LGUs of Caloocan, Quezon City and Marikina City**.

On the other hand, a total of **Php57,578.85** provided augmentation assistance to the families affected during the **demolition** to informal settlers in Capulong St. Manila District 1, Barangay 164, Caloocan City and Barangay Freedom Park, Batasan Hills, Quezon City.

The Disaster Response Unit had provided 800 Food Packs and 4000 Bottled Water amounting to Php 290,408.00 to the rallyists through the request of People Surge and 2500 Food Packs to the rallyist through the request of KadamayPartylist amounting to Php 798,150.00. A total of **Php 1,088,558.00** was provided by DSWD-NCR to said rallyists.

A Family Food packs amounting to **Php 4,150.38** was provided to 13 walk-in clients.

Out of the 8,808 families served by the Section, approximately 1,553 families are partner beneficiaries of PantawidPamilyang Pilipino Program.

MFO 2b: PROGRAMS/PROJECT WITH IMPLEMENTATION SUPPORT FROM LGUS

A. SUPPLEMENTAL FEEDING

From the total of 168,300 target beneficiaries in 17 LGUs of National Capital Region, fifteen (15) LGUs namely Caloocan, Las Piñas, Malabon, Mandaluyong, Manila, Muntinlupa, Marikina, Navotas, Pasay, Pasig, Pateros, San Juan, Taguig, Quezon City, and Valenzuela were provide with fund transfer amounting Php 208, 199, 280.00 of which eleven (11) LGUs implemented the feeding program while the remaining four (4) LGUs Manila, Navotas San Juan and Taguig have not yet started their feeding program due to the bidding process and delay in the delivery of rice from National Food Authority.

While the remaining two (2) LGUs, Paranaque and Makati City has not yet implemented the feeding program. Paranaque City has existing unliquidated fund transfer whereas Makati City did not submit documentary requirements such as project proposal, Unified MOA with SIA and Sanggunian Resolution despite of the constant technical assistance and reiteration letter to the local government unit to prioritize the implementation of the program.

Below is the status of Supplemental Feeding Program in 15 LGUs:

LGU	Target Beneficiaries	Actual Served	Status/Date of Implementation
1. Malabon	4,000	4,000	September 27, 2016
2. Muntinlupa	9,000	8,000	August 1, 2016
3. Pasay	16,000	15,993	July 19, 2016
4. Quezon City	27,000	23,420	September 13, 2016
5. Pateros	1,500	2,000	August 1, 2016
6. Valenzuela	9,500	9,639	August 8, 2016
7. Manila	34,800	34,800	On process for bidding
8. Mandaluyong	7,500	7,500	August 30, 2016
9. Navotas	3,000	3,000	On process for bidding
10. Caloocan	17,000	18,000	November 7, 2016
11. Pasig	10,000	10,000	November 14, 2016
12. Las Piñas	9,500	7,803	November 2, 2016
13. Marikina	5,000	3,935	November 3, 2016
14. Taguig	13,000	13,363	On process for bidding
15. San Juan	1,500	1,300	On process for CA

For fund transfer allocated to the LGUs amounting to Php 345,248,240.00, a total amount of Php 284,991,435.75 or 82.55% has been obligated and downloaded to the LGU for the implementation of Supplementary Feeding Program.

B. SOCIAL PENSION

Target Beneficiaries	Actual Served	Total Fund Utilization
72,834	45,852 (41%)	Php 286,459,500.00

A total of 45,852 or 41% for 4th quarter of beneficiaries has been served out of the total target of 72,834 Indigent Senior Citizens targeted to be provided with social pension for CY 2016.

There were three modes of payment implemented to release the social pension stipend: Cash pay-out, Door to door delivery and transfer of funds. Cash pay-out was conducted to ten (10) LGUs

including Valenzuela, Pateros, Las Pinas, Pasay, Pasig, Taguig, Caloocan, Navotas, Malabon and Manila-Baseco covering the 3rd and 4th quarter of 2016. Another mode was thru Veterans Bank as the new service provider that delivered the pay- out including unclaimed grants on previous year of 2015 and previous quarter of 2016 facilitated in seven (7) LGUs (Mandaluyong, Manila-District 1-6, Marikina, Paranaque, Makati, and Quezon City) which started last November 11, 2016.

Social Pension section responded the ninety three (93) walk-in applicants, and four hundred (400) phone call queries for this reporting period. Out of 493, the following were the actions/response of RSPS.

- Three Hundred Fifty (350) Referred to LGUs for validation and provision of other possible assistance based on the assessed needs of the clients while waiting for validation result for possible inclusion in the program.
- Three (3) facilitated intake sheet and endorsed to LGU for validation.
- Fifteen (15) clients assisted and referred to CIU for other social protection intervention.
- One Hundred Twenty Five (125) provided information and updates about Social Pension Door to Door delivery schedule and pay-out schedule.

In addition, a total of 92 beneficiaries who are indigent homeless/street dweller senior citizens from Quezon City were provided stipend in Partnership with Philippine Good Work Foundation.

Moreso, RSPS conducted consultation meeting with Veterans together with their three (3) couriers: BTI Courier Express Inc., AbigenCour Corp, and LMI Express Delivery Inc. Agenda discussed during the meeting are the initial updates in the door to door delivery status, clarification on the MOA of door to door delivery with regards to their request for extension and protocols in updating address, replacements, and other related changes in the data submitted. It was agreed during the meeting that Mr. Jam Albert Libanan will be the one coordinating with the Philippine Veterans Bank to avoid confusions in the communication flow.

C. COMPREHENSIVE PROGRAM FOR STREET CHILDREN, STREET FAMILIES AND IPS ESPECIALLY BAJAUS

Key Performance Indicators	Served
I. Comprehensive Program for Children and Families At Risk	
A. Deployment of street facilitators as manpower support to partner-LGUs	150
B. Educational Assistance	600
C. Livelihood Assistance	200
D. Community Service Program for Children At Risk	132
E. Deployment of Park Attendants as part of Social Tourism Project	25
F. Creation/Strengthening of Existing Task Forces on Street Dwellers	42
G. Children Served at the Activity Center/KaritonKlasrum	1526
II. Comprehensive Program for SamaBajau	
A. Educational Assistance	260
B. Livelihood Assistance	50
C. Deployment of Activity Center Worker	3
D. Deployment of SamaBajau Vounteers	3

Key Performance Indicators	Served
(Assistants)	
E. Provision of Assistance to Sama-bajau Cultural Performers during Advocacy Activities	60
F. Advocacy -Community Assemblies/meetings	100
A. Activity Center for SamaBajau Children	60
B. Capacity Building	30

For the Comprehensive Program for Children and Families At Risk on the Street, as part of Cash for Work (CFW) a total of 150 street facilitators have been deployed in different identified hotspots areas, where there is high prevalence and street dwelling, as manpower to support to the partner-LGUs in conducting immediate reach-out operations and provision of protective service and 132 children under Community Service Program for Children at Risk have been continuously implemented in 17 LGUs, 25 are deployed as park attendants as part of Social Tourism Project.

Likewise, 1,526 children availed services at the Activity Centers including sessions under Kariton Klasrum. The Kariton Klasrum Project is being implemented in partnership with concerned partner-LGUs, the Dynamic Teen Company (DTC) of Mr. Efren Peñaflorida and Department of Education (DepEd).

In addition, one (1) new Task Force on Street Dweller was organized in Quezon City called Task Force Lingap sa Mamamayan. Meanwhile another group is being organized in Las Pinas and another one in Manila which will be named Task Force Las Pinas and Task Force Luneta respectively. Of this project and services, 600 children benefited for educational assistance under Comprehensive Program for Children, Families and Unattached Adults at Risks on the street and 260 children for the Comprehensive Program for Sama Bajaus.

Moreover, a total of 281 MCCT-Homeless Street Families were deployed as Street Assistants to different critical areas in NCR to assist in monitoring, conduct reach out operations and provision of immediate protective services to reached out families and individuals at risk on the street as manpower support to partner LGUs. The Street Assistant are jointly supervised/monitored by DSWD-NCR through the Special Project Section (SPS) under the assigned PDOs/Area Coordinators/ and Social Workers of MCCT and the concerned CSWDOs where they are assigned.

D. IMPLEMENTATION OF VARIOUS PROGRAMS/PROJECTS

BOTTOM UP BUDGETTING(BUB)

The Bottom-Up Budgeting (BuB) Process started its implementation in DSWD-NCR Field Office in 2013 with the participation of nine (9) LGUs. However, in 2014, the number of LGUs involved was reduced to six (6) while by 2015, sixteen (16) LGUs had joined the roll (except for Mandaluyong); and in 2016, the number of LGUs joined reached to seventeen (17) (with Mandaluyong City already). From then on, various projects that benefitted the poor people were implemented. There were gains and pains in its implementation but looking forward, it has a positive effect on the governance capability of the LGUs and the lives of BUB beneficiaries.

Bottom-Up Budgeting (BUB) – is an approach to the preparation of agency budget proposals, taking into consideration the development needs of cities/municipalities as identified in their respective

local poverty reduction action plans that shall be formulated with the strong participation of basic sector organizations and other civil society organizations.

YEAR	No. of Projects	PHYSICAL STATUS					
		Not Yet Started			On-going	Completed	Overall Performance %
		Dropped	Proposed	Pipelined			
2013	49	3			6	40	93%
2014	27	2				25	100%
2015	44	8			11	25	69%
2016	53			12	27	14	26%
TOTAL	173	13		12	45	103	65%

Out of the 173 approved BUB projects, 103 projects (65%) were already completed, 45 projects are on-going, while 12 projects or 6.9% are under pipelined status whereas, 13 projects were dropped due to disapproval of capital outlay projects, land tenure issue and failure of bidding.

Seventeen (17) LGUs are now participating in the BUB CY 2016 with 53 approved projects amounting to Php 90,780,680.40. Caloocan and Muntinlupa passed the BUB governance for eligibility this year which increased the number of LGUs to 6 that are eligible to receive fund transfer. Marikina still remains ineligible for fund transfer due to prior years unliquidated transfer fund. For this year, 3 modalities were maximized with details below:

Modalities	No. of Projects	Amount	Remarks /Status
Agency-Led	18	Php 31,669,750.00	Completed- 4 PAPs On-going – 5 PAPs Pipelined – 9 PAPs
LGU-Led: (6 LGUs) Navotas, San Juan, Malabon, Valenzuela, Caloocan and Muntinlupa	13	Php 31,250,507.40	Completed – 6 PAPs On-going – 5 PAPs Pipelined – 2 PAPs
UNDP: (9 LGUs) Caloocan, Las Piñas, Marikina, Muntinlupa, Pasay, Pasig, Pateros, Quezon City and Taguig	22	Php 27,860,955.00	Completed – 4 PAPs On-going – 17 PAPs Pipelined – 1 PAP

For 2016 funds the amount of Php 27,860,955.00 was transferred to UNDP equivalent to 22 projects whereas, out of the P31,250,507.40 intended for LGU fund transfer, Php 7,290,000.00 was already transferred to Muntinlupa and San Juan with 5 projects and 1 project respectively. The remaining Php 23,960,507.40 (7 projects) are already obligated and ready for fund transfer to 4 LGUs- Valenzuela, Navotas, Malabon and Caloocan once the Field Office receive the Notice of Transfer Allocation (NTA) from the Central Office. To date, fund utilization for 2016 is already Php 14,890,800.00(23.67%) inclusive only of NGA-led projects.

For UNDP, 2nd batch of delivery will be in January 2017 comprising of 11 projects and the rest are still complying with the UNDP Procurement requirements and are set to be implemented in February-March 2017.

Cycle Year	No. of Participating LGUs	Number of Projects	SAA Amount	Amount Obligated	Amount Utilized	% of Obligation	% of Utilization
2013	9	49	Php 73,254,863.00	Php 73,254,863.00	Php 71,588,217.19	100%	97.72%
2014	6	27	31,049,554.00	31,049,554.00	30,447,655.46	100%	98.06%
2015	16	44	100,135,670.00	64,093,441.09	58,328,204.30	64%	62.78%
2016	16	53	70,775,695.00	39,660,205.40	14,890,800.00	56%	23.67%
Total	17	173	Php 275,215,782.00	Php 208,058,063.49	Php 175,254,876.95	75.6%	63.68%

A total of Php 275, 215,782.00 was downloaded to DSWD-NCR Field Office for the four (4) BUB Cycle years. Out of this total amount, Php 208,058,063.49 (75.6%) was obligated and Php 175,254,876.95 (63.68%) was utilized. The fund utilization is excluding the fund that has been transferred to UNDP.

MFO 2c: DSWD Core Programs

A. PANTAWID PAMILYANG PILIPINO PROGRAM

REGULAR CONDITIONAL CASH TRANSFER (RCCT)

As of 5 December 2016, 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 228,022 active partner beneficiaries out of 245,610 registered beneficiaries as of to date. From the total active households, 45,257 (19.85%) partner beneficiaries are from the City of Manila and considered as the highest number of Pantawid Pamilya households and 1,130 (0.50%) active households are from San Juan and with the lowest number of partner beneficiaries. Of the total household beneficiaries, there are active 302 Indigenous People under Regular CCT.

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 PantawidPamilya with 543 out of 897 or 60.54%. The LGUs with one remaining uncovered barangay are Muntinlupa (Barangay Ayala, Alabang), Mandaluyong (Barangay Wack-wack, Greenhills) and San Juan (Barangay Addition Hills).

Pantawid Pamilya Systems

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

For **Beneficiary Update System (BUS)**, a total of **30,410** received, encoded and approved updates for 2016. The highest updates received and encoded was update number 5 -change in school or new school update with **23,359 (76.81%)**. This was followed by **3,756 (12.38%)** updates in update number 9- Correction of Basic Information. Meanwhile, the least processed update was Code 1 – New Born with **14**.

For **Compliance Verification System(CVS)**, highest compliance is **deworming with 99.82%** for Period 4 (August-September) 2016 followed by **education condition with an average of 94.95% for the 3 periods (excluding Period 2 since it covers April and May, months where there is no Education Monitoring)**. However, Health Center 0-5 years old and Family Development Session conditionalities did not reach the 90% benchmark having below 86% compliance rating.

For **Grievance Redress System (GRS)** in the fourth quarter of 2016 (covering the months of October to December), Field Office - NCR has received a total of eight hundred eighty-seven (887) cases. Out of these cases, six hundred sixty (660) or 74.41 % were resolved while two hundred twenty-seven (227) or 25.59 % are still ongoing due to non-receipt of retroactive payment filed against GRS–NCR and updates of facilities and updates such as change grantee, & transfer of residency which needs approval.

A total of **226,721 households amounting Php 2,075,802,500.00 was released to the eligible compliant beneficiaries** of the program covering the period January –August 2016. From the total number of **203,498 households an amount of Php 1,889,159,000.00 was released thru cash card payment and 23,223 households received thru over-the-counter payment amounting to Php 186,643,500.00.**The 2,916 variance amounting to Php 18,173,100.00 was not released to eligible compliant Pantawid Pamilya households due to absence in the scheduled of pay-out despite rigorous reminder from their City Links, and other reasons such as working, unlocated and change of grantee.

Status of Fund Utilization

A total of **Php 249,248,881.10 (79.62%) out of 313,248,881.10 budget was obligated** for the period of January to December 15, 2016. For 2016, the least utilized fund is under the component of advocacy wherein only 64.41% was obligated. Further, reimbursement of travelling expense for the months of November and December will be facilitated before the end of the year.

MODIFIED CONDITIONAL CASH TRANSFER (MCCT) FOR HOMELESS STREET FAMILIES

From the 4,000 accumulated target beneficiaries for the Modified Conditional Cash Transfer for Homeless Street Families, **5,577 (159.34%) HHs were registered as of December 5, 2016 of which 3,797 (108.49%) are active households in the program** while 1780 were delisted/deactivated in the program due to the following:

- Double Entry - 84 HHs
- Fraud - 11 HHs
- Not Eligible -595 HHs
- Included in RCCT - 24 HHs
- Delisted in RCCT - 48 HHs
- No longer Interested - 11 HHs
- Relocated - 114 HHs
- Missing - 719 HHs
- No qualified beneficiaries - 128 HHs
- Pending beneficiary pool - 2 HHs

From the total, Manila has the highest number of registered families with **1,920 (50.57%)**, Las Piñas having the lowest HSF beneficiaries with only **19 (0.50%) families whereas the LGUs of Valenzuela and Pateros do not have homeless street families registered beneficiaries.**

In addition, there are a total of 141 identified potential MCCT HSF beneficiaries who are in pending registration status. These are the families referred by our residential care facilities, partner Local

Government Units and Non-Government Organizations. The region provided social protection services to these identified beneficiaries through the Crisis-Intervention Unit, however, based on the assessment of the workers and as expressed by them, they are really in need of support specially in terms of providing temporary shelters to the families.

SUPPORT SERVICE INTERVENTIONS

Financial Assistance For Shelter

Of the total number of active registered beneficiaries, 3,365 (88.62%) are served with Financial Assistance for Shelter. Of these number of beneficiaries living in their house rentals, 2,327 (69.15%) have completed the 12-month provision of the program and are subject for assessment of the workers if qualified for mainstreaming to the RCCT or for further case management to prevent possible return to the street.

Cash For Work

There were a total of 13 MCCT HSF beneficiaries from Pasay and Paranaque who were deployed at the National Center for Women in the Philippines (NCWP) from November 14 to November 25, 2016 for Cash for Work. They are assigned to stamp and organize the donated books to be distributed to different public schools in NCR.

The 1730 MCCT beneficiaries benefitted on Disaster Mitigation Cash for Work program which aims to instill the essence of social responsibility to its beneficiaries as they are made aware of and become a part in reducing the causes of disasters in partnership with the Local Government Units and partner barangays. Preventive measures against disaster include daily activities such as: street sweeping, drainage cleaning, rehabilitation of water shed, roads and other public facilities, community beautification, cleaning of public/terminal markets, etc.

Pantawid Pamilya has a total of Php 249,248,881.10 (79.62%) out of 313,248,881.10 budget was obligated for the period of January to December 15, 2016. For 2016, the least utilized fund is under the component of advocacy wherein only 64.41% was obligated. Further, reimbursement of travelling expense for the months of November and December will be facilitated before the closing of book.

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 4th Quarter of CY 2016, a total of 1,991 Pantawid and 49 non Pantawid beneficiaries were served under the two tracks with the following breakdown:

Track	2016 Target No. of Families	Accomplishment From January-September 2016	Accomplishment from October-December 2016		Total Accomplished	% of Accomplished
			Pantawid	Non Pantawid		
Microenterprise	4,226	7,709	1139	2919	11,767	278.44%
Employment	5,163	3,208	1478	39	4,489	91.51%
Total	9,389	10,737	2617	2958	16,312	173.73%

SLP Modalities

- A total of 4,541 beneficiaries were provided with skills training with a total amount of Php 73,900,850.00 fund utilization. .
- Six Hundred ninety one (691) individuals were provided with Pre-Employment Assistant Fund. A maximum of 5,000.00 can be availed by each participants to process in the employment facilitation. A total of Php 1,794,760.00 were released to the participants.
- For the Cash for Building Livelihood Assets (CBLA), there were 15 projects established with 784 beneficiaries availed the service amounting Php 3,251,953.50.
- A total of 419 amounting Php 4,190,000.00 was released to beneficiaries under El Nino Response Project.

Provision of Seed Capital Fund

The SEED Capital Fund (SCF) is a capacity building grant given to an eligible SLP participant belonging to an SLP Association. The grant is intended to support the setting up of a community-based credit and savings facility, and to provide start up or additional financial capital for participants who wish to engage on other income-generating projects.

LGU	No. of SLPA	No. of Beneficiaries	Amount
Manila	201	2604	22,879,260.00
Caloocan	80	1205	10,470,000.00
Las Pinas	2	16	160,000.00
Makati	60	527	4,927,000.00
Malabon	18	232	1,598,000.00
Mandaluyong	20	153	1,373,000.00
Marikina	25	268	1,704,000.00
Muntinlupa	14	290	2,180,000.00
Navotas	19	357	3,184,000.00
Paranaque	31	388	2,770,000.00
Pasig	11	140	1,035,500.00

LGU	No. of SLPA	No. of Beneficiaries	Amount
San Juan	11	133	1,303,000.00
Valenzuela	7	185	1,454,000.00
Pasay	38	373	3,539,000.00
Quezon City	81	1444	11,780,500.00
Taguig	29	451	4,084,000.00
Pateros	14	103	924,000.00
Total	661	8869	75,365,260.00

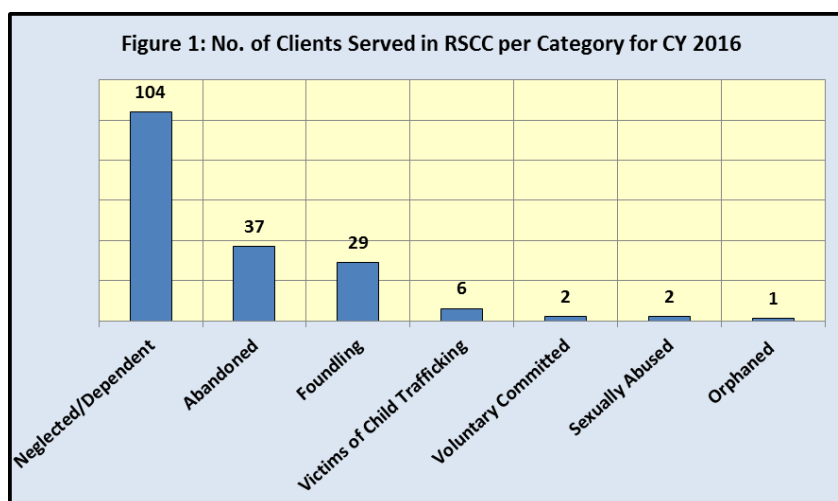
As of reporting period, a total of 661 Sustainable Livelihood Project Association (SLPA) was organized with 8,869 beneficiaries. A total of Php75,365,260.00 was provided seed capital fund to Pantawid and non Pantawid beneficiaries.

Special SLPA included referrals from legislators and other referrals.

MFO 2a: Residential Based Services

Reception and Study Center for Children (RSCC)

As of the 4th Quarter of CY 2016, RSCC has served a total of 181 clients or 120.67% of its annual target of 150 cases. From the 176 clients served, 131 are carry over cases from the previous year while 45 are new admissions. Hereunder is the breakdown of case category served by the center. Breakdown of cases served per category is shown in Figure 1.



As shown in the graphical presentation above, neglected/dependent are the majority of the clients served in the center with 104 or 56.25% of the total children served followed by abandoned children (37), foundling (29), victims of trafficking while victims of child trafficking, voluntary committed and orphaned has the least number among the served children.

Moreover, there are 52 total rehabilitated cases through reintegration to their family/relatives (32), transfer to other facilities (15), placed for foster care (15) and placed for inter-country adoption (2).

Below are among the highlights of accomplishment of RSCC for the 4th Quarter of CY 2016:

- In November, Social Services Unit spearheaded the celebration of 2016 Children's Month at RSCC to promote developmental activities for the children. The activity kicked-off with a

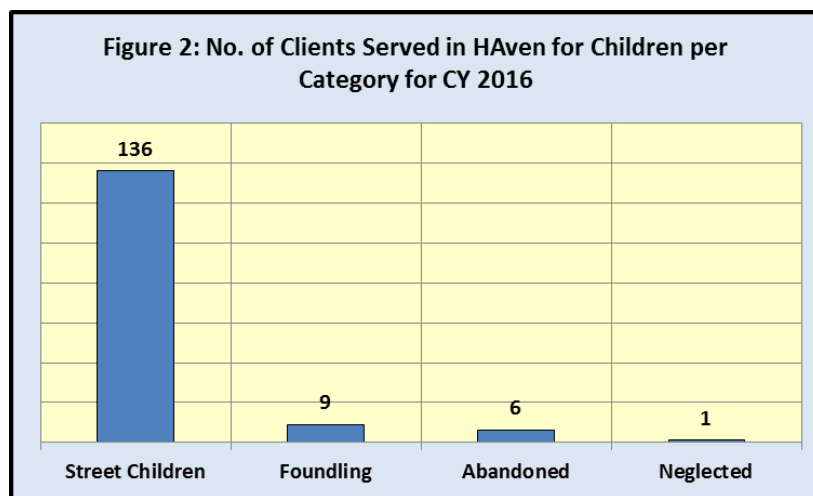
parade from the house to the social, with children carrying written form of the rights of the children. After the parade, a small program followed, and ended with the hanging of the theme for this year's children's month. On the second day, each house participated in the poster making contest. Display and judging of art pieces were held on the third week. On the last week, each house had representatives that competed in the group dance and singing (duet/trio) contest. The month long activities were a success with the efforts of the social workers with the help of the intern social work students, and the active participation of the Homelife Services Unit.

- As part of intellectual development, Psych-Educ Services spearheaded the UN Celebrations in November. The activity was conducted during the flag ceremony, where representatives from each house wore national costumes of different countries. Winners were awarded with crown, sash and toys.

Haven for Children (HC)

Haven for Children has served a total of 152 children as of the 4th quarter of CY 2016 or 69.1% of the 220 target for the year. From the total clients served, 138 are carryover cases from the previous year while 14 are new admissions. 136 cases are street children or 89.47% of the total served clients while other cases are foundling (9), abandoned (6) and neglected (1).

Further, a total of 41 cases were discharged with 17 children reintegrated to their family/relatives, 22 were transferred to other facilities and 2 are now independently living.



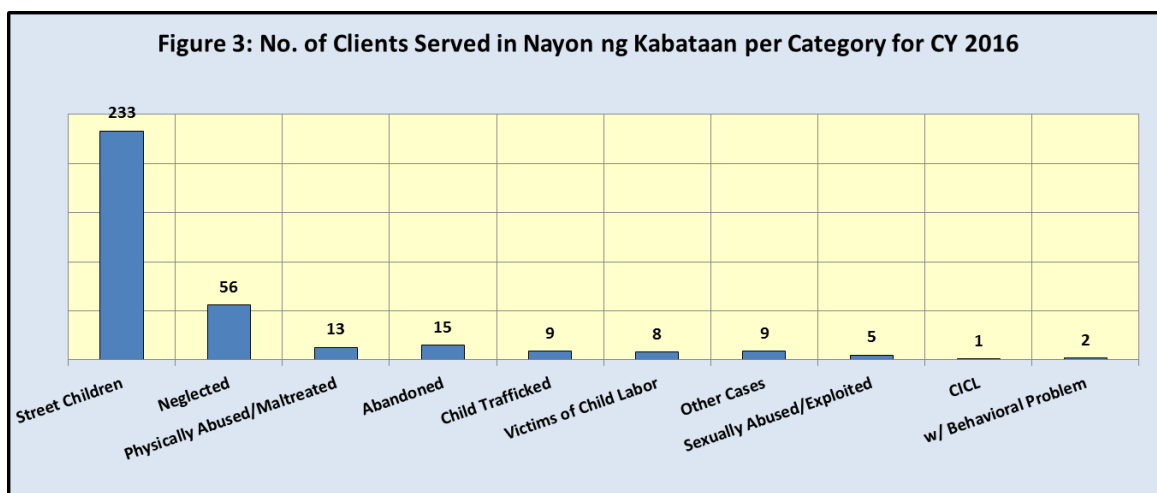
Among the highlights of accomplishment of Haven for Children for the 4th Quarter of CY 2016 are the following:

- On December 7, 2016, 23 children graduated the Resilience Program (REPRO). They received the certificate of completion of training from Center for Family Ministries. More than that, they learn the value of self-worth, respect to other, forgiveness and that they have strengths to make a difference in their lives.
- In October 2016, a new project was launched in coordination with the Bank of the Philippine Islands (BPI). They sponsored 25 participants for training composed of 20 children and 5 staff of Haven for Children. The trainers are from Muntinlupa City Technical Education and Skills Development. The training will last for two months and the session is three times a week.

Nayon ng Kabataan (NK)

NK was able to serve as of 4th quarter a total of 351 clients or 73% of its annual target of 422. Out of the total clients served, 141 are new admissions while 210 are carry over cases from the prior year. Further, a total of 150 clients were discharged through reintegration to family/relatives (134), home wage placement (3) and transferred to other facilities (13).

Below is the graphical presentation of clients served per category of cases:

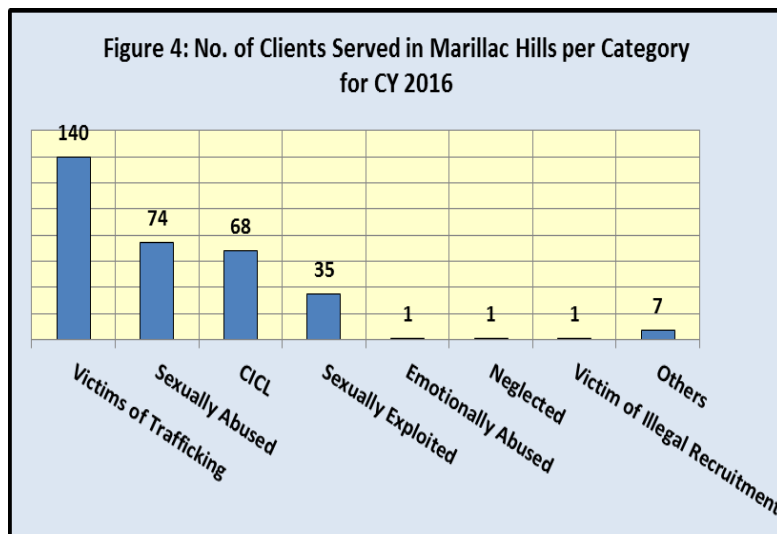


Among the highlights of accomplishment of Nayon ng Kabataan for the 4th Quarter of CY 2016 are the following:

- On December 10, 2016, 12 boys joined the football competition initiated by Tuloy sa Don Bosco. NK children got the 3rd placed and received medals and worth 30 thousand pesos of sports materials/supply.
- On December 2-3, 2016 the center initiated training on Gender Sensitivity cum Youth Camp was attended by 50 children 23 female and 27 male held at Makiling Highlands Resort, Calamba Laguna. Children signify their commitment to be gender sensitive and respect individual uniqueness and abilities.
- Center's CPC President attended the Workshop at National Youth Commission at University of the Philippines on October 17, 2016. The activity provided opportunity to the minor to participate in the National activity for youth and shared his opinion and raised the issue on the policy of Department of Education that those children with no Birth Certificate are considered not enrolled.

Marillac Hills (MH)

Marillac Hills has served a total 327 clients as of 4th Quarter of CY 2016 or 107% vis-a-vis its annual target of 303. From the cases served, 255 are carry over cases from CY 2015 while 72 are new cases for the year. Breakdown of cases served per category is shown in Figure 4.



Further, a total of 120 clients were discharged through reintegration to family/relatives (81), Transferred to other facilities (35) Job placed (3) and independent living (1).

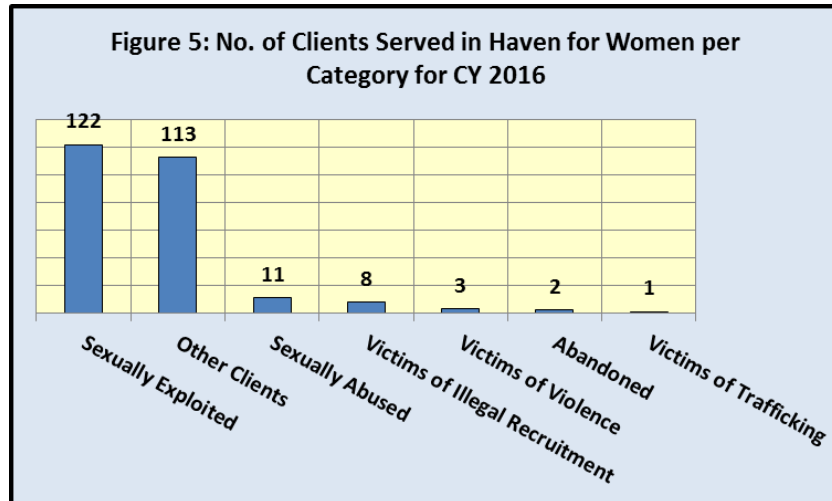
Among the highlights of accomplishment of Marillac Hills for the 3rd Quarter of CY 2016 are the following:

- Continuous coordination with court, Department of Justice as well as NGOs is being conducted. Social Workers assisted residents with court cases in their attendance to court hearings, preliminary investigations and legal briefings to ensure that they are safe and prepared during court litigations.
- Children were continuously enlightened spiritually through their attendance to Bible study and fellowship, mass, novena, values classes, conducted by CWL volunteers, Light House Ministries, GBB, and Focolare volunteers.

Haven for Women (HW)

Haven for Women was able to serve 260 clients as of 4th Quarter or 70.84% accomplishment rate against its 367 target for the year. From the 260 clients served, 93 are carry over cases while 167 are newly admitted clients. Breakdown of cases served per category is shown in Figure 5.

Further, a total of 122 clients were discharged through reintegration to family/relatives (93), job placement (10), transfer to other facilities (11) placement for foster care (3) and voluntary discharge (1).

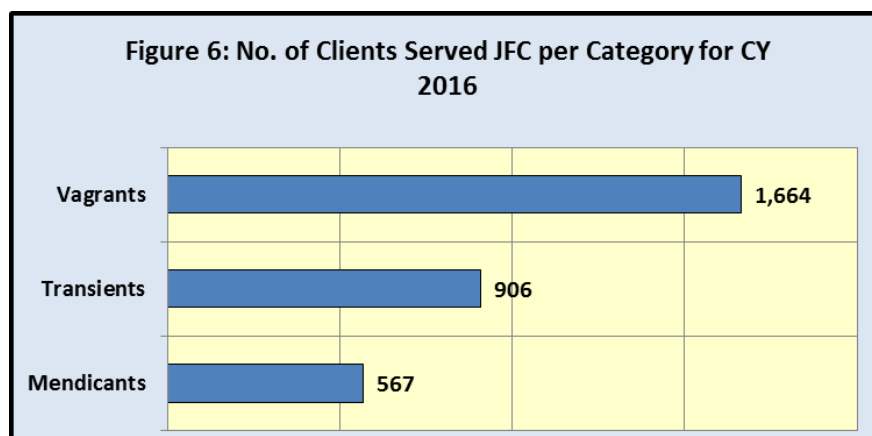


Among the highlights of accomplishment of Haven for Women for the 4th Quarter of CY 2016 are the following:

- Continuous coordination with the referring party to know the status of cases they referred to the Center as well as inform them of the possibility of discharging the clients upon completion of their requirements
- The social workers assisted during court hearing of the residents on the respective courts. Immediately coordination with the Bureau of Immigration, referring parties and National Bureau of Investigation on the process the discharge women residents.

Jose Fabella Center (JFC)

Jose Fabella Center has served 3,137 clients or 125.48% accomplishment rate against its annual target of 2,500. Of the total clients served, 486 are carry-over cases from the previous year while 2,651 are accounted as new admissions. Illustrated in Figure 6 is the breakdown of the clients served for the period showing that 53.04% are vagrants while the remaining 46.96% are mendicants and transients.



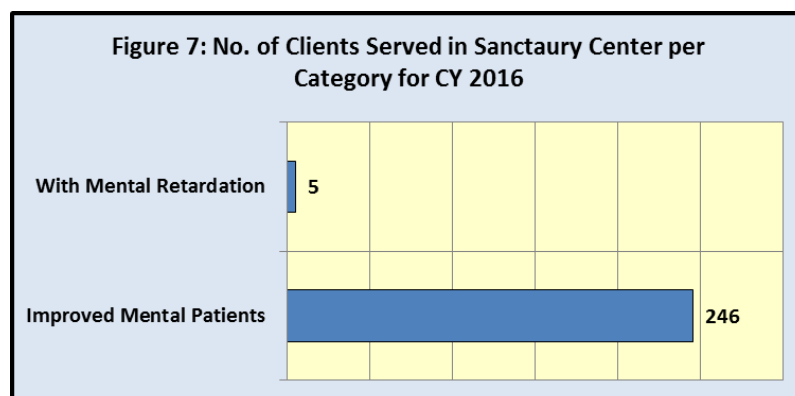
Among the highlights of accomplishment of JFC for the 4th Quarter of CY 2016 are the following:

- Coordination with LGUs not only in Metro Manila but also to other Field Offices of other regions on request for Parenting Capability Assessment of families of clients. This contributed to the discharged of 2,170 clients to their respective parents/relatives in their respective provinces. Not only that, LGU Mandaluyong continuously provides free coffin and funeral services on death of 6 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 (62); also with Rizal Funeral Services for free coffin and funeral services to the deceased clients (2) of JFC.
- Involvement of 10 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 have already improved in talking and walking.

Sanctuary Center (SC)

As of the 4th Quarter of 2016, Sanctuary Center has served a total of 251 clients or 100.40% of the 250 target for the year. From the total clients served, 169 are carry over cases from the previous year while 82 are new admissions. Five (5) or 2% of total served cases are clients with mental retardation while 246 or 98% are improved mental patients.

Likewise, there are a total of 66 cases of discharge for this year with 52 clients reintegrated to their family/relatives and 14 were transferred to other facilities.



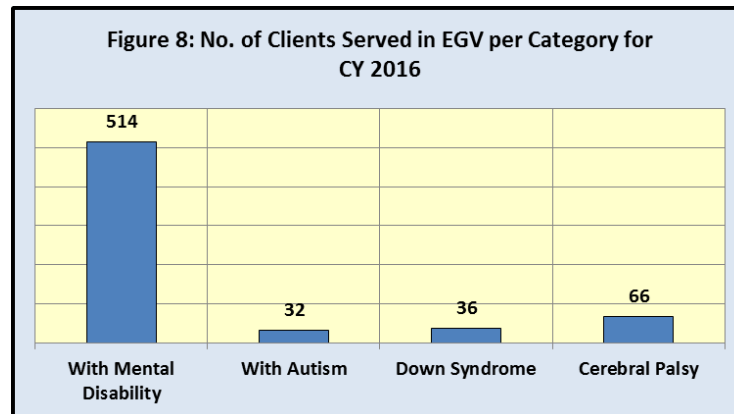
Among the highlights of accomplishment of Sanctuary Center for the 4th Quarter of CY 2016 are the following:

- For the quarter, one of the new activities being experimented on is the formation of a choral group for Sanctuary Center. In the advent of the Christmas season, 11 residents were taught to sing in a group. The project became a thanksgiving tribute for benefactors and friends of Ms. GERLADINE SANTIAGO, who have supported the center for more than three years. The Year-end Thanks Giving Program for the Residents of SC was held December 19, 2016.

- For the quarter, outreach activity every Thursday for selected clients provided by Operation Blessing, sponsored by Ms. Geraldine Santiago as well as IBC Care group every third Saturday of each month. The group sponsored a year-end gathering for the clients of Sanctuary Center.

Elsie Gaches Village (EGV)

Elsie Gaches Village was able to serve a total of 648 clients with 106.23% accomplishment vis a vis its annual target of 610. Out of the 648 clients served, 606 are carry over cases while 42 are new cases. Number of cases served per category is shown in Figure 8. Further, a total of 10 clients were discharged through reintegration to family/relatives.



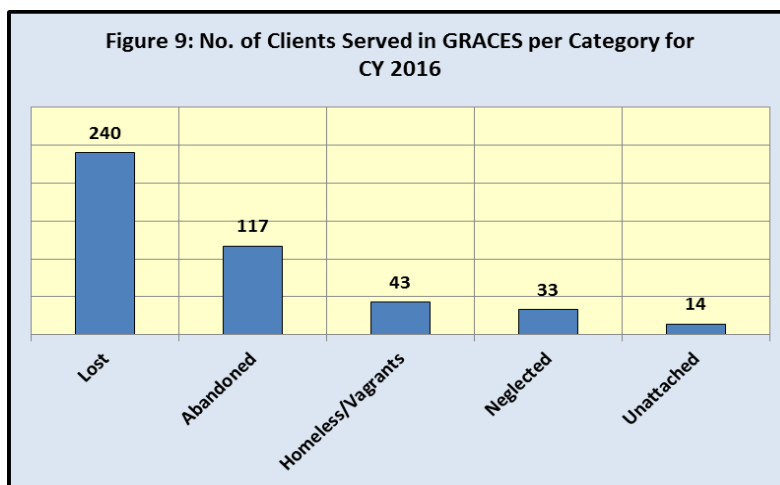
Among the highlights of accomplishment of Elsie Gaches Village for the 4th Quarter of CY 2016 are the following:

- Celebrated Children's month with the theme "Isulong: Kalidad ng edukasyon para sa mga bata". This was participated by 622 residents and was highlighted with the parade, poster-making contest, Lakbay-aral, lecture on the Child's rights, film- showing and the culminating activity on November 29, 2016. The activity raised the Awareness of the residents and staff on the significance of the children's month celebration.
- Exposed 15 Resident in the Community Awareness on November 24, 2016. The activity enhanced the self-esteem and morale of thirty residents who became part of the community awareness. Also, provided consciousness to the community about the Mental Health movement.
- Participation of the residents to the 18th World Association for Psychosocial Rehabilitation Mini Olympics held last November 27 at Veteran's Memorial Medical Center. It improved the self-esteem of 19 residents and showed their sportsmanship. It also encouraged the inclusive participation of 11 staff in the rehabilitation of residents through unified games.
- Children's ball of the residents was held on November 29, 2016 assisted by the Houseparents as part of training in social graces/socialization and part of the children's right to socialize. This is to highlight the children's participation in decision making process in order to develop and enhance their skills and talents.

- Three (3) staff and one (1) resident won gold medal in the Special Olympics Unified Bocce in the 6th TAFISA Games held at Jakarta, Indonesia on October 6-10, 2016. It enhanced self-esteem and sense of sportsmanship.
- Lecture on PTB 101 to 57 residents of Sampaguita and Camia cottages conducted by PMT, TB DOTS-Education Committee on October 20, 2016. Awareness of residents was raised on the prevention of the disease.

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

GRACES has served a total of 447 clients or 126% of its 356 target for CY 2016. Out of the 447 clients served, 236 are carry over cases from the previous year(s) while 211 are new admissions in 2016. Breakdown of cases served are shown in the figure 9.



Furthermore, as of 4th quarter, there are a total of 91 cases discharged through reintegration to families/relatives and 2 were transferred to other facilities. On the other hand, there were 43 reported mortality cases and were provided with proper burial.

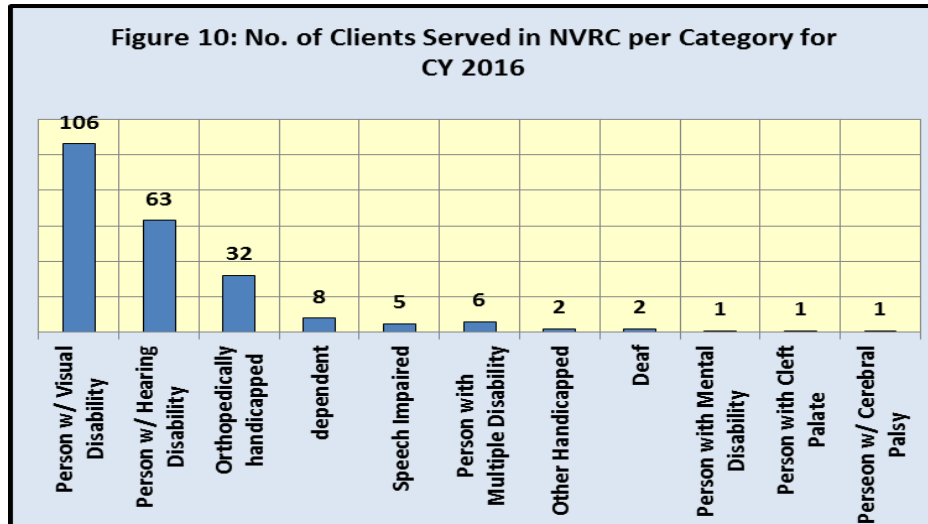
Among the highlights of accomplishment of GRACES for the 4th Quarter of CY 2016 are the following:

- For the quarter, a total of thirty-nine (39) OSCA IDs were issued by the Quezon City Hall-Office thru the Senior Citizen's Affairs for use of the residents and enjoyment of the privileges stipulated therein.
- 12 residents who are under the rug making project wherein they engaged for them to be encouraged to have a productive stay in the center while they are earning for their day to day needs.

Community Based Services –Non Residential Centers

National Vocational and Rehabilitation Center (NVRC)

NVRC has served a total of 227 clients or 108.10% vis-à-vis its annual target of 210. Out of the 227 clients served, 127 are carry over cases while 54 are accounted as new admissions. Breakdown of cases served per category is shown in Figure 10.

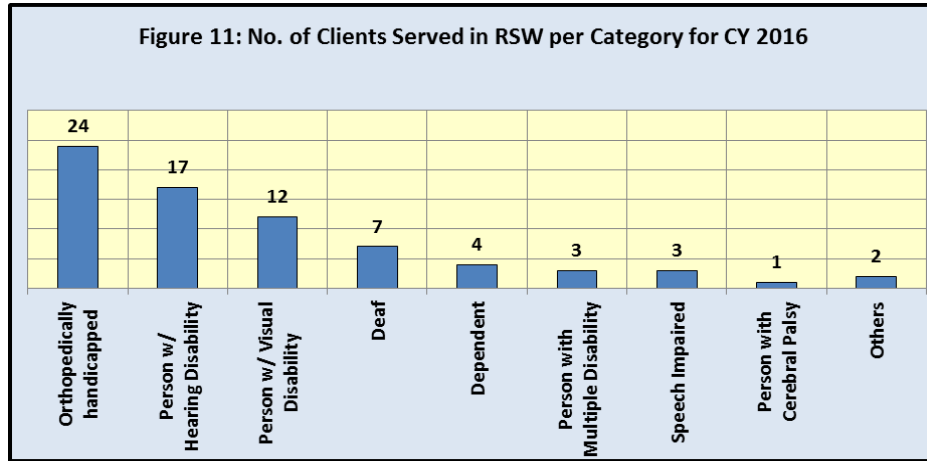


Among the highlights of accomplishment of NVRC for the 4th Quarter of CY 2016 are the following:

- Facilitated the 2016 Campout at the National Vocational Rehabilitation Center (NVRC) for trainees to experience actual life experiences through series of simulated exercises.
- Conducted United Nation (UN) Celebration on October 27, 2016 that was participated-in by 54 trainees of the Center.
- For the Quarter for the auxiliary services, the center has accommodated a total of 26 PWDs this quarter and 6 proceeded for training expressed their need for vocational training and there are currently working in complying with the center's requirements and twenty six (1) expressed to enroll for massage review class.

Rehabilitation Sheltered Workshop (RSW)

RSW has served a total of 73 clients or 91.3% as against its annual target of 80. Among the 73 clients served, 60 are carry-over cases from the previous year while 11 are new admissions. Breakdown of cases served per category is shown in Figure 13.



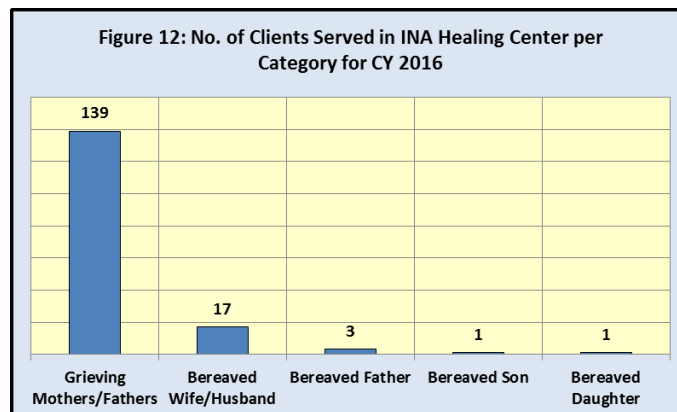
Among the highlights of accomplishment of RSW for the 4th Quarter of CY 2016 are the following:

- PWD clients and staff attended Orientation conducted on December 2016 by the staff of Population Commission about responsible parenthood.
- Output of the 7 productivity projects for the CY 2016 were:

Productivity Project	Actual Output (October 2016 – December 2016)
PAL Sanitizing Project	216,920 pcs.
Garment Project	13,355 pcs.
Canteen Project	Php225,797.00
Carpentry Project	104 pcs.
Silk Screen Project, Metal Craft and Fabric Doormat and Rugs Project	5,752 pcs.

INA Healing Center (IHC)

A total of 161 clients were served by INA Healing Center as of 4th Quarter of the year or 110.3% vis-à-vis its annual target of 146. From the total clients served, 60 are carry over cases while 101 are new admissions. Breakdown of cases served per category is shown in Figure 10.



Among the highlights of accomplishment of IHC for the 4th Quarter of CY 2016 are the following:

- December 2, 2016 – Lecture on World Aids Day – 24 mothers and 1 father attended the session. The mothers became aware of the statistics of HIV worldwide and in the Philippines. They were able to know its origin and the basic facts and misconception about the HIV-AIDS.
- December 14, 2016 – IHC 10th Anniversary – the event was attended by 38 clients in all. The event was graced by the presence of Madam Gina Devenecia, Ms.Yna Yulo and Atty. Capulong, all members of the INA Foundation. The day was started with the celebration of the mass and filled with games in the morning and the program proper in the afternoon. Those who attended received a gift from Ms. Gina Devenecia.

MAJOR FINAL OUTPUT III – CAPACITY BUILDING SERVICES

Capacity Building for Intermediaries/Stakeholders

The Institutional Development Division (IDD) continuously provides/facilitate trainings/seminars for professional growth and development of stakeholders towards improve quality delivery of programs/service in their performance.

For the 4th quarter of CY 2016 the region has conducted three (3) capability building (CB) activities for the intermediaries with 32 participants of LGUs (15) and NGOs (27). Below are the capability building activities conducted:

1. Strategic Communication Training for CMSWDOs on October 5-7, 2016
2. Conduct of Focus Group Discussion and Writeshop on the Development of Guidebook for MCCT HSF FNSP and Sama Bajaus on October 12-14, 2016
3. Capability Building on the Deinstitutionalization Process of Children in Residential Care on November 7-11, 2016

With regards to technical assistance to external partners, the following Technical Assistance were provided.

Areas for TA	LGUs	NGOs	POs	Others	Result
A. Technical Assistance by SWAD Teams and LGU specifically on: - Crafting of 3-Year TARA Plan for the 17 LGUS - Implementation of TARA Plan	17 LGUs				3 LGUs submitted their 3 year TARA 7 LGUs submitted report on Implementation of TARA Plan

Areas for TA	LGUs	NGOs	POs	Others	Result
<ul style="list-style-type: none"> - Facilitation of unified MOA (except QC, all LGUs have signed and notarized MOA) - Assist during the LSWDO Baseline Assessment to Mandaluyong, Caloocan, Malabon and re-assessment to Las Piñas - Technical Assistance Case Management 		2 NGOs			<p>16 LGUs have signed and notarized MOA</p> <p>One (1) assessed as fully functional and nine (9) were functional</p> <p>Proper case management of the client</p>
<p>B. Capability Building (Facilitation of Training Requests for Resource Person)</p> <p>Strategic Communication and Technical Writing Skills Training</p> <p>Roll out Training on Social Protection Handbook</p>	<p>10 CSWDOs</p> <p>17 LGUs</p> <p>Region VI</p>			10 Universities	<p>Capacitated LGU staff on technical writing skills along in Social Protection.</p> <p>LSWDOs of Iloilo and Aklan were trained for the use of SP Handbook.</p>
<p>C. BuB2014-2016 Projects(Technical Assistance on preparation and enhancement of project proposal.</p>	9 LGUs		3 People's Organizations		Nine (9) project proposals were approved and implemented.
<p>D. Affiliated Schools (Technical Assistance on completion and compliance to the requirements of the schools to be affiliated and requirements of the student who will undergo On the Job Training.</p>				5 Universities	Five (5) schools were affiliated in the DSWD-NCR and were able to placed 87 students On the Job Training in the different Division/ Center/Residential Care

Areas for TA	LGUs	NGOs	POs	Others	Result
					Facility/Unit/Section.
E. Registration, Licensing, Accreditation (Technical Assistance on completion and compliance to the requirements)	San Juan Drop In Center	13 NGOs			Two (2) NGOs are accredited
F. Public Solicitation (Technical Assistance on completion and compliance to the requirements)		20 NGOs			Two (2) NGOs issued Permit while six (6) were endorsed to CO.
G. CSO Validation (Technical Assistance on completion and compliance to the requirements)		13 NGOs			Thirteen (13) CSOs were validated and assessed.
H. Refresher Session on the Use of SP Handbook and SPDR	15 LGUs				Fifteen (15) LGUs submitted their SPDR and Action Plan re: implementation of SP Handbook in the local level.

MAJOR FINAL OUTPUT (MFO) IV – REGULATORY SERVICES

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

Service	Plan for the Quarter	Actual Accomplishment (4 th Quarter)	% of Accomplishment
Registration (SWDAs)			
▪ Assessed	15	19	127%
▪ Registered	10	11	110%
Licensing (SWAs)			
▪ Assessed	8	16	200%
▪ Licensed & Registered	5	10	200%
Accreditation (assessed)			
▪ DSWD C/RCF	1	2	200%
▪ NGOs	3	2	67%
▪ LGUs	4	2	50%

Service	Plan for the Quarter	Actual Accomplishment (4 th Quarter)	% of Accomplishment
ECCD Centers – Child Development Center (CDCs)			
• Assessed	37	313	*845.94%
• Accredited	38	313	*823.68%
Service Providers – Child Development Workers (CDWs)			
• Assessed	37	332	*897.29%
• Accredited	38	332	*873.68%
Service Providers – (PMCs & SWMCCs) Endorsed			
• Pre Marriage Counselling (PMCs)	3	5	167%
• Social Work Managing Court Cases (SWMCCs)	2	2	100%
Regional Solicitation Permit			
• Assessed	5	1	20%
• Issued	-	2	100
National Fund Drive Authorized			
• Assessed	2	6	33.33%
• Endorsed	2	6	33.33%
Duty Free Entry Requests			
• Assessed	ANA	0	
• Endorsed		0	
• Monitored		0	

**During previous quarter, the Region still has clarification on what tool will be used for the assessment which resulted to hold temporarily the assessment until the 4th quarter of CY 2016 when Central Office had directions, thus Region had to catch up to be able to achieve the annual target.*

Status of FO- NCR Center and Residential Care Facilities Accreditation*As of December, 2016*

Field Office NCR	Name of Center	Accreditation Status	REMARKS (2016)
		Accreditation #	
1	Reception and Study Center for Children (RSCC)	SB-2004-0233 August 24, 2004 to August 23, 2007 (expired)	Pre-accreditation assessment conducted on March 4, 2016 with Center Coordinator and SWS for Children
2	Nayon ng Kabataan		Conducted follow-up visit on November, 2016. NK still complying with the other findings and recommendation based on the result of pre-assessment.
3	Marillac Hills	Accredited level 1 in 2015	Subject for pre-accreditation assessment for Level 2 in early 1 st quarter of 2017.
4	Haven for Women	SB-2007-065 October 18, 2007 to October 17, 2010 (expired)	Pre-accreditation assessment conducted on April 1, 2016 with Center Coordinator. SU follow up visit was conducted on October 19, 2016
5	Elsie Gaches Village	SB-2007-071 August 21, 2007 to August 20, 2010 (expired)	Pre-accreditation assessment conducted on February and May 2016 with SWS for Older Person and PWDs.
6	Golden Reception and Action Center for the Elderly and Special Cases (GRACES)		Pre-accreditation assessment conducted on July 21-11, 2016
7	Sanctuary Center	Accredited level 1 in 2015	Conducted Monitoring visit on December 2016
8	Jose Fabella Center	DSWD-SB-A-000973-2014 January 15, 2014 to January 14, 2017	Standards Unit will conduct pre-accreditation visit which was scheduled on early 1 st quarter 2017.
9	Haven for Children	DSWD-SB-A-000980-2014 March 17, 2014 to March 16, 2018 (Level 2)	HC submitted compliance re: findings for Level 3 Accreditation.
10	INA Healing Center	Accredited level 1 in 2015	Subject for pre-accreditation assessment for Level 2 in early 1 st quarter of 2017.
11	National Vocational Rehabilitation Center (NVRC)	SB-2002-005 February 4, 2002 to February 3, 2005 (expired)	Assessment visit was conducted on Aug. 23-24, 2016 with Ms. Maridol R. Licerio. NVRC and RSW still complying with the

Field	Name of Center	Accreditation Status	REMARKS
			findings and recommendation of the assessment visit.
12	Rehabilitation Sheltered Workshop (RSW)	SB-2002-004 January 29, 2002 to January 28, 2005 (expired)	

Highlights:

- For the reporting period, a total of 19 SWDAs or 127% were assessed for Registration vis-a-vis target of 15, while out of the target of 10, there are 11 or 110% were issued Registration Certificate. Among the 19 SWDAs issued with Registration Certificate, nine (9) are for renewal and ten (10) are new applicants.
- Of the 11 SWDAs issued with Certificate of Registration, seven (7) were Resource Agencies, and four (4) were People's Organization. Of the seven (7) Resource Agencies, three (3) caters to children and youth, one (1) caters to Persons with Disability, two (2) caters to families and community & one (1) caters to medical students and faculty of UP Manila. Of the four (4) People's Organization, three (3) caters to Older Persons and one (1) caters to children and youth with special needs.
- The Region was able to register and license 10 SWAs or 200% vis-a-vis target of 5. As to sectors being served all SWAs caters to children, youth, women, families and communities.
- On Accreditation of Centers/Residential Care Facility (C/RCF), two (2) C/RCFs or 200% vis-à-vis target of 1 were assessed for accreditation and these are Haven for Women (HW) and Nayan ng Kabataan (NK) 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. Moreover, two (2) or 50% LGU facilities such as San Juan and RAC Manila were assessed vis-à-vis target of 4 and two (2) non-government agencies such as Development Action for Women Network (DAWN) and Mr. Mark Ceptic were assessed vis-a-vis target of 3.
- On Accreditation of Child Development Centers (CDCs), 313 or *845.94% over the target of 38 were assessed and issued Accreditation Certificates.
- On the Accreditation of Service Providers:
 - On Child Development Workers (CDWs) 332 or *873.68% over the target of 38 were assessed and issued Accreditation Certificates.
 - Unfortunately, the region did not accomplish the target of three (3) on Pre-Marriage Counselling (**PMC**), while on Social Work Managing Court Cases (**SWMCCs**), two (2) or 100% vis-à-vis target of 2 were endorsed to Central Office-Standards Bureau for further assessment and issuance of certificate.
- On Regional Solicitation, one (1) or 20% vis-à-vis target of five (5) were assessed and two (2) were issued solicitation permit. On the other hand, six (6) or 33.33% vis a vis target of two (2) were assessed and favorably endorsed to Standards Bureau to conduct National Fund Drive.

- For the reporting period, the region did not receive any application for Duty Free Entry.

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

STRATEGIC SUPPORT SERVICES

For the 4th Quarter of CY 2016, the Region has conducted seventeen (17) or 100% of its total target of seventeen (17) trainings for internal staff. This can be attributed to the availability of Resource Persons and AFI Funds. Likewise, 902 (738-F / 164-M) or 100% of the target participants attended the training. All trainings conducted were based on the identified Training Needs Inventory of the staff. These are as follows:

- Skill Enhancement of SWAD Team on Building Competency on Strategic Communication
- Training on Trauma Informed Care
- Technical Assistance on Handling Complaint and Admin Cases
- Gender Sensitive Non Violent Case Management Training
- Skills Training for Medical and Allied Staff on Psychiatric Nursing
- Roll-out Training on Trauma Informed Care for SWO I and SWO II
- Basic Training on Mental Health and Psychosocial Support During Crises, Emergencies and Disasters
- Proper Handling of Clients with Suicidal tendencies
- Capability Building on De-institutionalization Process of Children in Residential Care
- Monitoring and Evaluation Training for DSWD-NCR Staff
- Gender and Development Training cum Team Building of Sanctuary Center
- Orientation on Integrity Management Program
- Training-Orientation for New City Links
- Staff Development cum Gender Sensitivity Training
- FMU General Assembly cum Teambuilding
- Review on Center Management Plan Cum Teambuilding of NVRC
- Training on R.A. 9184 or "Procurement Process Flow"

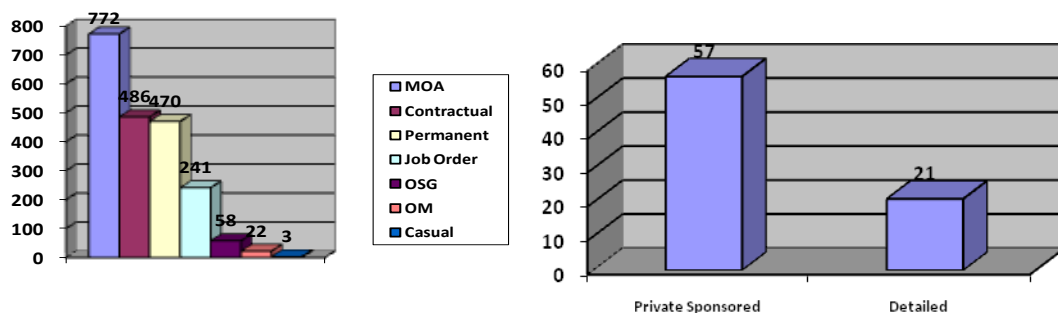
Organizational Meetings

Organizational Meeting	Frequency of The Meeting	Number of Meetings Conducted/ Highlights of the Meeting
Regional Management Development Committee (RMDC)	Monthly	Of the three (3) target meetings to be conducted for the last quarter of CY 2016, two (2) meetings were only conducted due to the conduct of Regional PIR. Issues and concerns of C/RCF/Divisions during the meeting 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	Three (3) regular 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.

Regional Committee Meetings

Committee Meeting	Frequency of Meetings	Accomplishments
Promotion and Selection Board	As need Arises	Nineteen (19) meetings conducted. Notified 230 applicants for examination and 143 interviewed and deliberated and 85 were hired for regular and MOA vacant positions.
Regional Policy Development and Review Committee	Monthly	Conducted one (1) meeting. Focused on the Review of Policy Papers, Guidelines and Manual of Operations. A total of two (2) draft Policies were reviewed and submitted to RPDRC.
Bids and Awards Committee	As Need Arise	Conducted 6 meetings for bidding of supplies/ equipment's/ foodstuff/advertising services/ rehabilitation and repair for the region.
Regional Grievance Committee	As Need Arise	Fact Finding Committee conducted three (3) investigations on complaints against staff.
Regional BUB Technical Working Group	As Need Arise	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	Quarterly	One (1) meeting was conducted. Meeting focused on good practices, deliberation and plans for RLRC. Seven(7) good practices were reviewed from NVRC, RSCC, CBS, GRACES, RSW, and EGV.
Regional Action Team / PDAF	Monthly	Two (2) meetings were conducted. The following are the highlights of discussion: <ol style="list-style-type: none"> 1. Supplemental Appeal to COA on GPAI Notice of Disallowance 2. CPEF Caring Inc. Response on the Validation Report of IAS, DSWD-CO 3. Updates on the Monitored NGOs 4. Updates on Unliquidated Fund form NGOs / POs 5. Status of Unliquidated PDAF Funded Projects

Staff Complement:



For the 4th Quarter of CY2016, the Region has a total number of 1,972 staff composed of the following: 772 or 39.14% are MOA; 486 or 24.64% are Contractual; 470 or 23.83% are Permanent;

241 or 12.22% are holding Job Order position detailed in different C/RCF/U/Ss and 3 or 0.15% are Casual. Outsourced Security Guards is 58 or 2.94%, 22 or 1.11% are Outsourced Maintenance.

Meantime, to complete the staff requirement of the Region, a total of 163 vacant positions are still to be filled up: 95 MOA, 44 regular positions, 13 contractual and 11 job order.

To augment the manpower of the Region, a total of 78 staff were 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.

October	- Resourcefulness vs. Unreliability
November	- Decisiveness vs. Procrastination
December	- Generosity vs. Stinginess

Wellness Break Program

In strengthening the advocacy on achieving a healthy lifestyle among employees the following activities were conducted for the 4th Quarter of CY2016:

2016 Family Day Celebration

The 2016 Family Day Celebration of DWD-NCR FO staff with a theme of “MatatagnaPamilya, MaunladnaBukas” held on October 1, 2016 at NayonngKabatan. The said activity was highlighted by different fun-filled and exciting games participated by 312 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.

38th DSWD-NCR Anniversary

The 38th DSWD-NCR Anniversary was held on October 24-28, 2016 with the theme “*Mga Kwentong Tagumpay Tungo sa Masaganang Pagbabago*”. The activity was highlighted by different fun-filled exciting contest such as dancing, singing and chorale contests participated by both Field Office and C/RCF staff that was group by cluster.

Core Group of Specialist

The Region’s Core Group of Specialists was continuously providing technical assistance to C/RCF and partner stakeholders. The following are the number of staff asCGS member (specialist and junior specialist) per sectoral from FO and C/RCF:

Children and Youth Sector	: 12 Specialists and 4 Junior Specialists
Women Sector	: 5 Specialists and 2 Junior Specialists

Family and Community Sector : 8 Specialists and 3 Junior Specialists
 OP/PWD Sector : 1 Specialist and 3 Junior Specialists
 Disaster Management : 3 specialists and 5 Junior Specialists

Career Development and Management

Fourteen (14) internal staff (7-female / 7- male) enrolled in the Master in Government Management-Executive Special Project thru Pamantasan ng Lungsod ng Maynila Off-Campus Program. The 3rd Semester of the off-campus program was started on November, 2016.

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:

- The medical equipment and supplies are well organized in cabinets and storage room, with proper labels and expiry dates. Medications are only accessible by the medical staff and/or officers on duty and kept out reach from children, and are only dispensed when necessary.
- Daily sterilization of surgical equipment and tools are regularly maintained
- Ensures cleaning of kitchen tools and equipment and proper food storage in refrigerator and chiller are maintained.
- Condemned equipment's are placed in one corner.
- Conducted general cleaning at baking room.
- Houseparent's logbook and folders were properly kept neat, organized with label.
- General up-keeping of facilities were properly maintained and monitored.
- Maintained proper filing of all documents for easy reference and retrieval.
- Regular collection of garbage by Environmental Sanitation Center was observed.
- Ensures completeness and proper filing of documents on case folders and placed in a safe and locked cabinet to protect confidentiality.
- 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.
- Regular conduct of diagnosis of ICT peripherals for condemnation.

Status of On-Going Infrastructure Project of FO-NCR

C/RCF	Contractor	Project Title	Project Cost	% Wt. Accomplishment as of December 30, 2016
Haven for Children	JEMN Builders	Rehabilitation / Improvement of Existing Facilities and Water Piping	1,580,125.00	50%
GRACES	J. Jimenes Construction	Rehabilitation of Cottages and Other Facilities	3,275,100.00	50%
NVRC	J. Jimenes Construction	Repair of Roofing of Entire NVRC	8,192,227.00	50%
NayongKabataan	JEMN Builders	General Repair / Maintenance Services of Facilities	1,046,421.00	50%

C/RCF	Contractor	Project Title	Project Cost	% Wt. Accomplishment as of December 30, 2016
RSW	J. Jimenes Construction	Repair / Rehabilitation and Improvement of Doormat Building	3,101,795.00	50%
NayongKabataan	2H2L Construction	General Repair and Rehabilitation of 4 Cottages	2,899,000.00	62.50%

Resource Generation

Memorandum of Agreement with Hospitals

The region has intensified its resource generation efforts and was able to avail of discounts in a monetized amount of P303, 879.00 from hospitals where DSWD has Memorandum of Agreement (MOA), benefiting a total of 658 clients from Haven for Children, Sanctuary Center, Jose Fabella Center, NayongKabataan, Haven for Women, and RSCC.

Names of Hospital/ Funeral Parlors/ Shipping Lines	Services Availed	Number of Persons Served	Amount of Discount/s Granted
OspitalngMuntinlupa	Pediatric Consultation	1	P300.00
Luz Briones of TCL	Inactivated Influenza Vaccine	15	P3,000.00
Capital One	Inactivated Influenza Vaccine	202	P40,600.00
NCMH	Medicines/Consultation	65	P10,255.00
Mandaluyong City Medical Center	Consultation/Laboratory	9	P1,860.00
Ayala Alabang Health Center	Vaccination	36	P82,000.00
Muntinlupa Health Center	Laboratory/Consultation	47	P92,000.00
	Consultation/Laboratory	197	P43,741.00
Philippine Children Medical Center	Consultation/Laboratory	63	P7,280.00
East Avenue Medical center	Vaccination	2	P2,300.00
San Lazaro Hospital	Laboratory	1	P3,043.00
Philippine Heart Center	Vaccine	20	P17,500.00
BagoBantay Health Center			
Total		658	P303,879.00

Donations Received

For the 4th Quarter of CY2016 the centers/institutions/unit has granted a total of P26, 839,392.43 in cash and in kind. A total amount of P27, 143,271.43 or 14% have generated by the region to supplement the regional expenses against P189, 937,454.73 (direct release obligation as of December 31, 2016) of the total expenses of this year.

Status of Refunded Transferred Fund

The region has intensified its monitoring on the status of transferred fund to NGOs / POs wherein, a total amount of P3, 795, 147. 43 were refunded in the region for the 4th quarter of CY 2016.

Social Marketing



For the 4th Quarter of CY2016, 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 five (5) radio/television interviews.

In relation to updating of the homepage of the Regional Website for the reporting period, a total of eleven (11) stories/updates have been uploaded. These are the following:

- Child of a Solo Parent Wins as Exemplary Child in NCR
- The “Happy Project” for the Clients of RSW
- Recognizing Hardworking Staff on DSWD-NCR 38th Founding Anniversary
- DSWD-NCR Celebrates the 24th National Family Week
- Kick-off Activity for DSWD-NCR’s 38th Founding Anniversary
- Partners Renew Partnership with DSWD-NCR
- EGV Athletes Participate in WAPR Mini Olympic Games 2016
- Children ‘s Month Celebration at Marillac Hills
- EGV Athletes Join in SOP Unified Basketball Games 2016
- CIU Clients Expressed Gratitude to DSWD-NCR
- DSWD-NCR Supports 18 Day Campaign to End VAW
- DSWD NCR Celebrates the 5th Juvenile Justice and Welfare Consciousness Week with a theme: “Rehab Hindi Rehas: Itaguyodang RA 10630!”

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.
-  Mainstreaming the NHTU and PantawidPamilyang Pilipino Program IT staff at the Regional level and has accomplished the following activities such as:

Pantawid IT Staff:

- Utilized network in printing of documents to minimize the transfer of virus
- Internet Protocol-Virtual Private Network connection monitoring

- Monitored and maintained the online encoding
- Improved network connection at Pantawid RPMO
- Maintained all IT equipment of the program
- Provided technical assistance along IT related activities
- Printing of CVS forms, Validation form and Payroll.
- Installation of Global Protect application to computers and mobile phone of PantawidStaff.
- Monitored the SWDI encoding

NHTU-PR IT staff:

- Maintenance of NHTU laptop and other IT equipment.
- Name matching and Data monitoring of beneficiary for Strategic Goal 2.
- Assist the Regional ICT on the provision of technical assistance within the Field Office.
- On-going name-matching for SG 2 Report.
- Conduct inventory of NHTU ICT equipment.
- Supervises Digitization of old Household Assessment Form
- ICT Audit and inspection of Listahanan 2 devices.

For this period, the Region has maintained 99.26% or 809 ICT equipments 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.

