

Department of Social Welfare and Development  
**ANNUAL NARRATIVE ASSESSMENT REPORT**  
CY 2019

**FIELD OFFICE – NATIONAL CAPITAL REGION**

**PART 1**

**I. BACKGROUND INFORMATION**

For CY 2019, DSWD Field Office-NCR continuously carry out its mandate to provide technical assistance to its intermediaries and carry out specialized and statutory programs through the implementation of programs/activities/projects aiming to achieve its five (5) Organizational Outcomes as its contribution in “Reducing Vulnerability of Individuals and Families” (Chapter 8) to further achieve the sectoral outcome in the Regional Development Plan 2017-2022 of National Capital Region which is: “To lay down the foundation for inclusive growth, a high-trust and resilient society and a globally competitive knowledge economy”.

With the new leadership under Regional Director Vicente Gregorio B. Tomas, who resumed duty in March 2019, in addition to the Regional Morandum Order No. 1 series of 2019 or the Regional Translation of CY 2019 Thrust and Priorities, new strategic thrust for CY 2019 aligned to achieving the Organization’s objectives were introduced. Among these thrusts are: To foster Professionalism, Deliberateness, Accountability, Transparency, and excellence among social workers and public servants; To ensure the judicious and proper utilization of government funds through the conduct of periodic audits, transparency briefings, and submission of timely financial reviews; To eliminate all forms of maligned practices, hence, zero tolerance to corruption, illegal acts, illegal drugs and substances, and procrastination; To review and enhance non-responsive policies, circulars, memoranda, and antiquated systems and standard operating procedures; To continually level-up competencies and systems of the FO and Centers in-sync with the Central Office’s strategic deliverables for CY 2019 and achieve ISO Certification; To establish the FO-NCR’s Operations and Message Centers to provide a 24/7 monitoring and response platform. Among the specific activities for the strategic thrust is the FO-NCR Divisions/Centers/Residential Care Facilities/Sections/Units FY 2019 Budget Review conducted on June 25 and 26, 2019, the on-going Terminal-Special Internal Audit of FO-NCR and the planned relaunching of the “Reach Out Teams 2.0”.

This year, the first FO-NCR Budget Review was initiated in June 2019 to track performance of the Division/Centers/Residential Care Facilities/Sections/Units (D/C/RCF/S/Us) against their budget allocation for the first semester of CY 2019, and to recalibrate the D/C/RCF/S/Us’ plan of activities and its budget allocation. Also, the Regional Convergence Orientation re: Frontline Services and Program that was attended by partner stakeholders was held on September 20, 2019 with the aim of addressing the issue children and families in street situation in the Region.

As part of the endeavor, the region never ceases to perform its mandates and has accomplished its deliverables despite the challenges encountered. Highlights of these accomplishments as well as the challenges encountered in 2019 were contained in this report.

**II. ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENTS**

**A. Assessment of Physical Accomplishments**

Generally, the physical accomplishments of the Region achieved its targets for CY 2019. Below are the highlights of the accomplishments of the FO along its Organizational and Foundational Outcomes particularly those indicators with +/- Major Deviations:

**Table 1. Targets versus Accomplishments on Outcome Indicators***Table 1.1. Organizational Outcome 1*

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
<b>Organizational Outcome 1: WELLBEING OF POOR FAMILIES IMPROVED</b>				
<b>Promotive Social Welfare Program</b>				
Percentage of SLP households earning from microenterprises	18.48%	50%	-31.52%	<ul style="list-style-type: none"> <li>▪ <b>-31.52% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul>
Percentage of SLP households gainfully employed	15.72%	50%	-34.28%	<ul style="list-style-type: none"> <li>▪ <b>-34.28% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul>

The variance of the accomplishments vis-à-vis the target for this outcome does not necessarily implies that the target is not met. Out of 50% target or 8,388 served participants under microenterprise development track for monitoring, only **18.48%** or **1,550** were monitored while under the employment facilitation track, only **25** of the served participants out of 159 were monitored. The deviation is due to limited number of monitoring PDOs assigned in the FO-NCR tasked to monitor a total target of 8,547 served participants. The two monitoring PDOs against the total target of participants for monitoring are not sufficient. Aside from monitoring, the Final Assessment Report of served participants in CY 2015-2016 (866 Associations with 13,251 participants) was also prioritized by the said PDOs in the first semester of 2019.

*Table1.2. Organizational Outcome 2*

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
<b>Organizational Outcome 2: WELLBEING OF POOR FAMILIES IMPROVED</b>				
<b>Residential and Non-Residential Care Sub-Program</b>				
Percentage of clients in residential and non-residential care facilities rehabilitated:				
<i>Residential Facilities</i>				
RSCC	73 (67.59%)	30%	37.59%	The rehabilitated cases exceeded beyond the target of 30% because of client's progress due to the interventions and helping strategies provided to them for their total growth and development.
GRACES	101 (49.75%)	10%	39.75%	<p>Due to the observance of the issued moratorium on the admission in center and the major construction is still ongoing, there were only 13 new admissions causing high rehabilitation rate for the year.</p> <p>On the other hand, even with high rate of rehabilitation, lack of responses from families and LGUs on the efforts of the Center to reintegrate residents, and dementia or forgetfulness resulting to lack of information about the location of their relatives, are some of the major</p>

				challenges that the Center encounter along rehabilitation.
<i>Non-Residential Facilities</i>				
NVRC	107(61%)	10%	51%	Exceeded the target due to the trainees who were graduated early and consequently they were rehabilitated earlier than what is scheduled in their rehabilitation plans.  Out of the rehabilitated cases, those employed in open, self and sheltered employment have the highest number which is 52 followed by those trainees whose goal is to pass the DOH Licensure Examination for Massage Therapist which is 9. The remaining 46 rehabilitated cases have completed their social and vocational trainings and referred back to LGUs and their families for after care.
INA Healing Center	167(157%)	10%	147%	The center with three (3) social workers observes the standard client-worker ratio. Center Social Workers and Psychologist in collaboration with CSWDOs of NCR able to regularly conduct home visits/ kamustahan with clients to assess their level of recovery and identify other needs/ intervention of the client that could contribute to clients' healing and recovery. These factors contributed in the rehabilitation of clients which is more than the annual target.

Table 1.3 Organizational Outcome 3

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Organizational Outcome 4: CONTINUING COMPLIANCE OF SOCIAL WELFARE AND DEVELOPMENT AGENCIES TO STANDARDS IN THE DELIVERY OF SOCIAL WELFARE SERVICES ENSURED				
Social Welfare and Development Agencies Regulatory Program				
Number of SWAs and SWDAs registered, licensed and accredited				
a. Registered and Licensed SWAs	29	20	9	<ul style="list-style-type: none"> <li>▪ <b>+45% and +37.5% Deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul> There had been more Social Welfare Agencies (SWAs) that applied for registration and licensing than the projected target for the semester. Distribution of the processing of the
b. Registered Auxiliary SWDAs	55	40	15	

				applications to the staff of Standards Section sped-up the accreditation and licensing for this year.
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**Table 2. Targets versus Accomplishments on Output Indicators***Table 2.1. Organizational Outcome 2 – Residential and Non-Residential Care Sub-Program*

Output Indicators	Accomplishments	Targets	Variance	Assessment
Organizational Outcome 2: RIGHTS OF THE POOR AND THE VULNERABLE SECTORS PROMOTED AND PROTECTED				
Residential and Non-Residential Care Sub-Program				
Number of clients served in residential care facilities				
a. Haven for Women	377 clients	268 clients	109	<ul style="list-style-type: none"> <li>▪ <b>41% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul> <p>High admission for this year is due to the continuous referral and rescue operation of partner agencies like the National Bureau of Investigation (NBI), Voice of the free, Local Government Units like Makati, Pasay, Mandaluyong and Paranaque as well as DSWD NCR and Central Office through the Community Base Service Section. Also, the center also considered the admission of clients under other categories such as repatriated older person, alleged trafficked victims who are Chinese and Vietnamese nationals.</p>
b. Marillac Hills	390 clients	250 clients	140	<ul style="list-style-type: none"> <li>▪ <b>56% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul> <p>Non-stop operation of Law Enforcers against trafficking is the major factor for the very high number of admission in MH for this year. These referrals cannot just be declined for the center believes that these clients must be given appropriate intervention they need.</p>
c. Jose Fabella Center	1,229 clients	900 clients	329	<ul style="list-style-type: none"> <li>▪ <b>37% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul> <p>For the year, the center only targeted 900 clients to be served due to the on-going construction and renovation of its facilities. However, Influx of Badjaos starting 3rd Quarter including the heavy turn outs of referrals from LGU and MMDA affected the number of served clients to exceed the target.</p>
d. GRACES	203 clients	300 clients	-97	<ul style="list-style-type: none"> <li>▪ <b>-32% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul> <p>Due to the observance of the issued</p>

				<p>moratorium on the center and the major construction is still ongoing, the center did not meet the target clients for the year. There were only 13 new admissions and 190 residents were carry-over cases from 2018.</p>
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Table 2.3 Organizational Outcome 2 - Social Welfare for Senior Citizens Sub-Program

Output Indicators	Accomplishments	Targets	Variance	Assessment
Social Welfare for Senior Citizens Sub-Program				
Number of senior citizens who received social pension within the quarter	114,042	219,735	-105,693	<p>▪ <b>-48% deviation</b>                      ▪ <b>Major Deviation</b>                      Low percentage of accomplishment was due to the following reasons:</p> <p>a. Continuing conduct of revalidation/ database clean-up since February 2019 until present. Status are as follows:</p> <ul style="list-style-type: none"> <li>- Validated, for Pay-out (Eligible + Deceased) – 76%</li> <li>- Validated, Not for Pay-out (Not Eligible, with Pension, Double Entry, Refused to be Interviewed) – 6%</li> <li>- Visited, for Revalidation (Not Around, Not Located, TOR, Unknown in the Area) – 16%</li> <li>- Not Yet Visited – 2%</li> </ul> <p>Percentage is vis-à-vis only the targeted existing 169, 735 beneficiaries as they were prioritized prior to the targeted additional 50, 000. Wait-listed potential beneficiaries who shall cover the new slots will be validated in the first quarter of CY 2020 alongside the 2% variance (not yet visited) from existing.</p> <p>b. Errors/ wrong entries of beneficiaries’ basic information (e.g. name, birth date, address) which suspends/ delays the release of stipend;</p> <p>c. To date, a total of 35, 674 beneficiaries are already ready for pay-out after it was properly screened at the Central Office and sent back to the Field Office as confirmed eligible beneficiaries. Pay-outs for these beneficiaries are to be conducted in the first quarter of CY 2020 as well. Meanwhile, pay-outs for the beneficiaries who will be determined eligible during the continuing validation until March 2020 will be conducted until June 2020.</p> <p>To date, a total of 35, 674 beneficiaries are already ready for pay-out after it was properly screened at the Central Office and sent back to the Field Office as confirmed eligible beneficiaries. Pay-outs for</p>

				<p>these beneficiaries are to be conducted in the first quarter of CY 2020 as well. Meanwhile, pay-outs for the beneficiaries who will be determined eligible during the continuing validation until March 2020 will be conducted until June 2020.</p> <p>Provided, all variances in the revalidation/validation and pay-outs from CY 2019 are target to be fully completed by the Region until June 2020.</p>
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Table 2.4 Organizational Outcome 2 - Protective Programs to Individuals and Families in Especially Difficult Circumstances Sub-Program

Output Indicators	Accomplishments	Targets	Variance	Assessment
Protective Programs to Individuals and Families in Especially Difficult Circumstances Sub-Program				
Number of clients served through community-based services	345	1,006	661	<ul style="list-style-type: none"> <li>▪ <b>+192% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul> <p>Major reason for the increase in the served clients for this year due to the increase in the number of PLHIV that were referred by the LGUs and Social Hygiene Clinics in the Field Office (CBSS).</p>
Number of Children Placed Out for Domestic Adoption Issued with CDCLAA	105	206	-101	<ul style="list-style-type: none"> <li>▪ <b>-49% Deviation</b></li> <li>▪ <b>Major deviation</b></li> </ul> <p>The variance of negative one hundred one (101) number of children placed out for domestic adoption issued with CDCLAA cases are still on process and categorized as follows: posting (14 cases), partners are not yet submitting their compliances and the rest are on the process of approval of endorsement to PMB (97 CASES). There were cases (4 cases) returned per request of the petitioners/applicants.</p>
Children Endorsed for Inter-country Adoption	70	50	20	<ul style="list-style-type: none"> <li>▪ <b>+40% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul>
Number of trafficked persons provided with social welfare services	877	420	457	<ul style="list-style-type: none"> <li>▪ <b>+109% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul> <p>Increase in the number of Off-loaded and TIP at NAIA Terminal 1,2 and 3, as well as continuous operation of Law Enforcers against trafficking and referral to the FO contributed for the CBSS to overshoot its target.</p>

Table 2.5 Organizational Outcome 2 - Tax Reform Cash Transfer Project

Output Indicators	Accomplishments	Targets	Variance	Assessment
Number of beneficiaries who received UCT grants	0	169,713	-169,713	<ul style="list-style-type: none"> <li>▪ <b>-49% deviation</b></li> <li>▪ <b>Major Deviation</b></li> </ul> <p>1. Regional Social Pension Unit still conducts</p>

within the quarter				<p>validation of beneficiaries wherein the result will be the basis of the list of eligible UCT-Social Pension beneficiaries.</p> <p>2. Delayed implementation of UCT cash card as another mode of payment structure for the implementation of UCT Program.</p> <p>3. Considering the three modes of payments stipulated in the guidelines, the Region only utilized the over-the-counter payout as a mode of providing grants to UCT beneficiaries considering the unavailability of LBP cash card which should be facilitated by the LBP-Central Office and UCT-NPMO.</p> <p>4. On-going process of payroll generation by DSWD CO UCT-NPMO which is the basis for LBP funding and OTC payout.</p> <p>5. Out of the seventeen (17) LGUs with completed submission of batch opening templates, only six (6) LGUs were provided with UCT payrolls by UCT-NPMO hence, resulted to delay scheduling and conduct of UCT payouts.</p>
a. Social Pensioners				
b. Modified Conditional Cash Transfer (MCCT) beneficiaries	3,234	3,533	-8%	
c. Pantawid Pamilyang Pilipino Program beneficiaries (RCCT)	211,620	226,341	-7%	
d. Listahanan Households	1,710	25,491	-23,781	

## B. Assessment of Financial Accomplishment

For FY 2019, the Field Office has a total fund allocation of Php 4,863,892.26 coming from the *Direct Release* and *Centrally Managed Fund of Current and Continuing Appropriation* with an obligation rate of 86% and disbursement rate of 60.47%. Breakdown of fund utilization and details per Program/Activities/Projects (P/A/Ps) are shown in the below table:

**Table 4 Financial Performance of Office/Program**

Objective/ Program/ Sub-Program/ Performance Indicator	Budget (GAA)	OBLIGATION		DISBURSEMENT	
		Amount	Utilization Rate	Amount	Utilization Rate
<b>ORGANIZATIONAL OUTCOME 1: WELLBEING OF POOR FAMILIES IMPROVED</b>					
<b>Sub-Total</b>	433,310,233.00	419,013,950.29	96.70%	291,808,406	69.64%
<b>Pantawid Pamilyang Pilipino Program</b>	373,622,098.00	363,177,241.95	97.20%	237,779,746.45	65.47%
<b>Sustainable Livelihood Program</b>	59,688,135	55,836,708	93.55%	54,028,659	96.76%
<b>ORGANIZATIONAL OUTCOME 2: RIGHTS OF THE POOR AND THE VULNERABLE SECTORS PROMOTED AND PROTECTED</b>					
<b>Sub-Total</b>	<b>3,835,027,801.44</b>	<b>3,272,202,354.68</b>	<b>85.32%</b>	<b>1,853,736,192.37</b>	<b>56.65%</b>
<b>A. RESIDENTIAL AND NON-RESIDENTIAL CARE SUB-PROGRAM</b>					
<b>Residential and Non-Residential Care Facilities</b>					
<b>TOTAL</b>	<b>697,160,674.63</b>	<b>576,308,434.79</b>	<b>82.67%</b>	<b>376,734,509.76</b>	<b>65.37%</b>
<b>B. Supplementary Feeding Sub-Program</b>					
<b>Supplementary Feeding Program</b>					
<b>TOTAL</b>	<b>187,077,829</b>	<b>138,099,929</b>	<b>73.82%</b>	<b>50,069,299</b>	<b>36.26%</b>

<b>C. Social Welfare for Senior Citizens Sub-Program</b>						
<b>Social Pension for Indigent Senior Citizens</b>						
TOTAL	1,371,721,819	1,044,501,536	76.15%	485,007,539	46.43%	
<b>Implementation of Centenarians Act of 2016</b>						
TOTAL	17,462,927	16,007,047	91.66%	6,385,778	39.89%	
<b>D. Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program</b>						
<b>Protective Services Program</b>						
TOTAL	1,524,428,823	1,466,650,812	96.21%	923,991,316	63.00%	
<b>Assistance to Persons with Disability and Older Persons</b>						
TOTAL	1,167,451	1,023,016	87.63%	427,591	41.80%	
<b>Unconditional Cash Transfer Program (UCT)</b>						
TOTAL	18,362,341	14,965,124	81.50%	2,286,433	15.28%	
<b>Comprehensive Program for Street Children, Street Families and Badjaus</b>						
TOTAL	13,839,444	11,958,362	86.41%	6,918,089	57.85%	
<b>E. Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program</b>						
<b>Recovery and Reintegration Program For Traffic Persons (RRPTP)</b>						
TOTAL	2,902,201	2,128,925	73.36%	1,504,711	70.68%	
<b>Services to Overseas Filipinos and their Families (International Social Services Office - ISSO)</b>						
TOTAL	904,292	559,169	61.83%	410,926	73.49%	
<b>ORGANIZATIONAL OUTCOME 3: IMMEDIATE RELIEF AND EARLY RECOVERY OF DISASTER VICTIMS/SURVIVORS ENSURED</b>						
<b>DISASTER RESPONSE AND MANAGEMENT PROGRAM</b>						
Sub-Total	247,075,070.49	240,251,101.85	97.24%	237,552,757.45	98.88%	
<b>Disaster Response and Rehabilitation Program</b>						
TOTAL	247,045,070	240,251,102	97.25%	237,552,757	98.88%	
<b>National Resource Operation</b>						
TOTAL	30,000	0	0.00%	0	0.00%	
<b>ORGANIZATIONAL OUTCOME 4: CONTINUING COMPLIANCE OF SOCIAL WELFARE AND DEVELOPMENT AGENCIES TO STANDARDS IN THE DELIVERY OF SOCIAL WELFARE SERVICES ENSURED</b>						
<b>SOCIAL WELFARE AND DEVELOPMENT AGENCIES REGULATORY PROGRAM</b>						
Sub-Total	1,243,185	683,850.79	55.01%	349,277	51.07%	
<b>Standards-setting, Licensing, Accreditation and Monitoring Services</b>						
TOTAL	1,243,185	683,851	55%	349,277	51.07%	



**ORGANIZATIONAL OUTCOME 5: DELIVERY OF SOCIAL WELFARE AND DEVELOPMENT PROGRAMS BY LOCAL GOVERNMENT UNITS THROUGH LOCAL SOCIAL WELFARE AND DEVELOPMENT OFFICES IMPROVED**
**Social Welfare and Development  
Technical Assistance and Resource  
Augmentation Program**

<b>Sub-Total</b>	105,192,341.74	102,852,331.89	97.78%	97,093,897	94.40%
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**Provision of Technical / Advisory  
Assistance and other Related  
Support Services**

<b>TOTAL</b>	104,979,282	101,004,091	96.21%	97,093,897	96.13%
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**Provision of Capability Training  
Programs**

<b>TOTAL</b>	213,060	1,848,241	867.47%	0	0.00%
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**SUPPORT TO OPERATION**

<b>Sub-Total</b>	181,172,179.70	95,855,033.22	52.91%	13,262,762.36	13.84%
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**Policy and Plan Development**

<b>TOTAL</b>	170,007	49,516	29.13%	48,980	98.92%
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**Social Technology Development**

<b>TOTAL</b>	1,309,760	943,799	72.06%	206,341	21.86%
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**National Household Targeting  
System for Poverty Reduction**

<b>TOTAL</b>	164,241,776	83,251,337	50.69%	5,112,773	6.14%
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**Information and Communications  
Technology Management**

<b>TOTAL</b>	15,450,637	11,610,382	75.15%	7,894,667	68.00%
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**GENERAL ADMINISTRATION AND SUPPORT**

<b>Sub-Total</b>	60,773,080.96	67,410,030.85	110.92%	44,791,427.53	66.45%
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<b>GRAND TOTAL</b>	4,863,793,892.26	4,198,268,653.57	86.32%	2,538,594,719.01	60.47%
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Challenges were encountered along the implementation of the FO's P/A/Ps together with its entailed fund allocations. Among these challenges are as follows:

- Re-enacted Budget - Obligational Authorities have limited time frame of validity. Once lapsed, it can no longer be used for obligation. Thus, the programs still have to wait for another batch of Obligational Authority/Sub-Obligational allotment and Financial Guidelines from the Department of Budget Management.
- Some programs are subject to new Implementation systems/procedures which led to incurring value added time of preparation and execution e.g. Supplementary Feeding Program (SFP) with new directive of procurement process, Protective Services Program (PSP) with new set of policy guidelines, and Social Pension with new directive of validation of beneficiaries.
- On the new scheme of the Supplementary Feeding Program, there were LGUs who declined to avail the food augmentation and expressed that they will not accept it in the succeeding feeding cycles considering the distance of the delivery area to the child development centers and supervised neighborhood play areas. This caused the low utilization for the SFP.
- 2019 GAA was issued on May 1, 2019 but guidelines for the release of funds from DBM was issued only on May 21, 2019. The gap between periods served as waiting and clarification time.

Thus, processing of obligation was minimized and only those categorized as emergency transactions were processed.

- Late downloading of Centrally-Managed Fund delayed the implementation of activities of programs/projects affecting the utilization of CMF.

### III. CONCLUSION

In general, the Field Office achieved its physical targets for the year with some positive and negative deviations. As to the financial accomplishment of the FO, with the obligation (86.32%) and disbursement (60.47%) rate of its FY 2019 fund allocation, effect of the late approval of 2019 GAA and late downloading of fund can be noticed.

Likewise, hereunder are the overall challenges encountered by the FO as well as its strengths exhibited for the whole year of 2019:

- Functionality of the Local Social Welfare and Development Office facilities (e.g. Bahay Aruga, Bahay Kalinga and RAC) may have contributed in the lower admissions in the Centers/Residential Care Facilities for the semester i.e. Nasyon ng Kabataan and Haven for Children.

On the other hand, strong partnership with other agencies (e.g. PNP Women and Children Protection Center, NBI-AHTRAD and NBI VAWCD) and organizations is a contributory factor in increasing number of referred clients to other C/RCFs such as in Haven for Women and Marillac Hills.

Moreover, collaboration and sustained partnership with the CCAs, SWAs and LSWDOs supported the high rehabilitation and discharge rate of Reception and Study Center for Children (RSCC) and INA Healing Center.

- Meeting the required staff compliment affects the performance and outputs of the programs, activities and projects to wit:
  - Sustaining the hired staff for this that were first funded last year under the 2018 GAA has great help in the delivery of services of the Centers/Residential Care Facilities as it completed the needed manpower requirement for staff-client ratio.
  - Disbursement of funds for the CY 2018 funded SLP beneficiaries that were targeted and served for this year was facilitated by the hired additional IPDOs with 4 months contract. However, there is a need for extension of their contract due to the late actual disbursement of fund to each program participants because of some documentary requirements.
  - There is a difficulty in achieving the targets for the Social Welfare and Development Agencies Regulatory Program with limited number of staff and were identified as Special Disbursement Officers (SDOs) for CIS-OS in addition to their other current functions.
- Internal business processes for the approval of project proposals and processing of purchase requests (PRs) has to be reviewed especially those proposals and PRs coming from the C/RCFs as there are additional layers of processes that causes delays in the implementation of the C/RCFs activities and budget utilization.
- There is a need to review and fast-track the approval of the amended and supplemental guidelines of UCT Program in order to facilitate the payment of unclaimed beneficiaries for the previous year in which majority of the issues pertains to the requirements and process of payment to deceased beneficiaries, authorized representatives and other policy related issues.

There is also a need to facilitate the establishment of cash card as another form of payment structure for Social Pension and Listahanan beneficiaries in order to fast-track the processes in the succeeding release of grants.

- LGUs that have interest in adopting and replicating Social Technology Projects have limitations such as the inadequacy of staff to handle the project considering that their staff have multiple assignments hence cannot focus on the implementation of the projects. Also, enough fund to be utilized as start-up fund should be available in order for the project be replicated.

#### **IV. RECOMMENDATIONS**

Moving forward, hereunder are the recommendations to address the gaps/challenges and areas that have to be sustained for the succeeding years:

##### **For the Central Office:**

- Central Office to provide fund support not only for orientation and training but as start-up funds for in order for the completed pilot project be implemented in the LGUs
- For the Department to review and improve existing guidelines if not, craft new policies that would support efficient and effective delivery of its Programs/Activities/Projects. Likewise, the Field Office as the one implementing the P/A/Ps on the ground, should provide policy recommendations to facilitate improvement in the P/A/Ps through development of enabling policies/guidelines.
- Concerned OBS to craft tools that would measure the outcome indicators in the DSWD Results Matrix.
- For the Central Office to review existing policies and guidelines of the program with consideration on the different dynamics of the target beneficiaries, program processes and available mode of payment for UCT beneficiaries.

##### **Within the Field Office:**

- Fast tracking of Centers' rehabilitation and construction infrastructure facilities for better and effective service provision to its residents/clients.
- Continue Convergence activities and Stakeholders Engagements to build strong Partnerships, Alliances, and Friendships with partner agencies, LGUs, Legislators, other relevant stakeholders.
- Continuous provision of technical assistance activities to the seventeen local governments units of the Region and sustaining good relationship with them as they are one of the major stakeholders that contributes in the realization of the Department's Organizational Outcomes.
- For C/RCFs, encourage sponsors and donors to have a memorandum of agreement (MOA) for a sustainable support for the residential and non-residential care programs.
- Review and improve internal procedures taking away duplicate and unnecessary layers of processes through Business Process Review and Analysis for more smooth an responsive implementation of programs/activities and projects.

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- Close monitoring of Divisions/Centers/Residential Care Facilities/Sections/Units of their Work and Financial Plan implementation and ensuring that planned activities are conducted on time and budget allocations are utilized efficiently.