

Department of Social Welfare and Development  
**1<sup>st</sup> SEMESTER NARRATIVE ASSESSMENT REPORT**  
 CY 2020

**FIELD OFFICE – NATIONAL CAPITAL REGION**

**PART 1**

**I. BACKGROUND INFORMATION**

The Department of Social Welfare and Development (DSWD) is mandated to provide assistance to local government units, non-government organizations, other national government agencies, people's organizations and other members of civil society in effectively implementing programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families, and communities for an improved quality of life (EO 15, 1998); and to implement statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to the LGUs (EO 221, 2003). These mandates guide the rowing and steering function of the Department cascaded to its Field Offices.

For CY 2020, DSWD Field Office-NCR planned to continuously carry out its function in providing technical assistance to its intermediaries and its 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".

Corona Virus Disease – 2019 (COVID-19) pandemic spread in the country starting first quarter of 2020 affected the health, economic, social, physical and psychological well-being of the most vulnerable sectors of the population. This resulted the government to shift its focus and priorities to respond to the emerging needs of the country during the crisis. One of the responses is the enactment of the RA 11469 or the "Bayanihan to Heal as One Act", which directed the Department to implement the Social Amelioration Program (SAP) through its Emergency Subsidy Program (ESP).

As part of the endeavor, the region never ceases to perform its mandates to its deliverables despite the challenges encountered. Highlights of these accomplishments as well as the challenges encountered in the first semester are covered in this report.

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

**A. ASSESSMENT OF PHYSICAL ACCOMPLISHMENTS**

Due to the pandemic, overall operation of the Field Office for the first semester of CY 2020 was affected. Below are the highlights of the accomplishments of the FO along its Organizational and Foundational Outcomes particularly those indicators with +/- Major Deviations:

**A.1 Organizational Outcome 1: Wellbeing of Poor Families Improved**

*Table A.1.1. Targets versus Accomplishments on Outcome Indicators - Promotive Social Welfare Program*

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Percentage of SLP households gainfully employed	0%	25% (3/12)	-25%	<ul style="list-style-type: none"> <li>▪ <b>100% Deviation (Major)</b></li> <li>▪ For the first semester, there had been a difficulty in monitoring the 12 beneficiaries facilitated for</li> </ul>

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
				employment. Monitoring was only limited thru phone messaging and calls.

*Table A.1.2. Targets versus Accomplishments on Output Indicators*

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Promotive Social Welfare Program				
Number of SLP households assisted through the Microenterprise Development and Employment Facilitation Tracks	13	272	-259	<ul style="list-style-type: none"> <li>▪ <b>95.22% Deviation (Major)</b></li> <li>▪ In the first semester of the year, a total of 486 program participants have an approved project proposal. The proposals were obligated but not yet disbursed since the PDOs are currently conducting the revalidation to ensure that the proposed projects are still feasible considering the pandemic. It is also to evaluate if the participants need to change their project depending on their current situation.</li> </ul>

### **Pantawid Pamilyang Pilipino Program**

For the first semester, there had been no major deviation on the HPMES indicators for the Pantawid Pamilya. In this period, the Program focused on the augmentation on SAP emergency subsidy to Pantawid Pamilya beneficiaries based on the issued MC No. 4 s. 2020<sup>1</sup>, and monitored, facilitated submissions of consolidated reports to NPMO and Regional Operation Center pertaining to data on the number of beneficiaries, waitlisted and unpaid/unserved households from the LGUs of NCR. Activities of the Program that is implemented together with its partners such as FDS were suspended due to force majeure.

As for the of SAP, for the first tranche, a total 224,415 (with cash card–221,764 and without cash card–2,651) or 99.16% Pantawid Pamilya beneficiaries were provided SAP-AICS as against the target of 226,308 Pantawid Pamilya beneficiaries and PHP 1,492,359,750.00 were utilized vis-à-vis total fund allocation of Php1,504,948,200.00. For the second tranche, 212,792 Pantawid Pamilya beneficiaries were provided with SAP-AICS with a total amount of Php 1,415,066,000.00.

In line with the EO 114 (Institutionalizing the Balik Probinsiya Bagong Pag-asa Program as a Pillar of Balanced Regional Development, Creating a Council Therefore and for other Purposes), the Pantawid Pamilya recently facilitated the Rapid Assessment Survey among the 3,196 homeless street family beneficiaries in the National Capital Region. And as part of the said Rapid Assessment, beneficiaries' "place of origin, length of stay in the region as well as the desire to go back to their respective place of origin were also captured. The Rapid Assessment Survey for homeless street families in the region was facilitated from May 2020 and was completed in June 2020. One Hundred Thirty Five (135) out of the Three Thousand One Hundred Ninety Four (3,194) households expressed desire/interest to return/go back to their province of origin. Once qualified, assistance shall to be extended to them by the national government as well as the receiving LGUs once they arrive in their respective hometown/provinces.

<sup>1</sup> Special Guidelines on the Provision of Social Amelioration Measures by the Department to the most Affected Residents of Areas Under Community Quarantine and Continuation of the Implementation of the Social Pension for Indigent Senior Citizens and the Supplementary Feeding Programs

### Sustainable Livelihood Program

During the first semester which the program implementation focuses on the social preparation stage of participants, the pandemic restricted the PDOs to conduct field works which involves mass gatherings. Also, in this period, SLP implementation is temporarily suspended. Due to this force majeure, the government was forced to make budgetary changes which caused temporary suspension of regular program implementations and proposed activities of SLP affecting the utilization of its allocated fund. Despite the challenges, SLP-NCR still strives to achieve its goals and targets for 2020. To date, the SLP obligated an amount of Php14,370,000.00 with 958 program participants for Livelihood Assistance Grants.

Further, the enactment of the Bayanihan to Heal as One Act and Joint Memorandum Circular 01 series of 2020 gave birth to the Livelihood Assistance Grant (LAG) which will be led by the Department thru the SLP and will be implemented once the Community Quarantine is lifted.

### A.2 Organizational Outcome 2: Wellbeing of Poor Families Improved

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

Table A.2.1. Targets versus Accomplishments on Outcome Indicators- Residential and Non-Residential Care Sub-Program

Outcome Indicators	Accomplishments	Targets (for 1st Semester)	Variance	Deviation / Assessment
Residential and Non-Residential Care Sub-Program				
Percentage of clients in residential and non-residential care facilities rehabilitated:				
<i>Residential Facilities</i>				
a.1 RSCC	43.02% (37/86)	30%	13.02%	<b>+43.40% (Major Deviation)</b> The rehabilitated cases exceeded beyond the target of 30% for this Semester because of client's progress due to the interventions and helping strategies provided to them for their total growth and development. Although it was observed that there is a decrease in the number of rehabilitated cases for the 2nd Quarter due to the delays in other areas of development affected by the postponement of activities and interventions due to the outbreak of COVID-19.
a.5 Haven for Children	10.38% (8/77)	18%	-7.62%	<b>-42.33% (Major Deviation)</b> There are children who would be subject for family reintegration but still the Social Workers choose children to stay temporarily under the custody of DSWD while waiting for the announcement of allowing us for outside transaction.
a.11 Marillac Hills	49.11% (138/281)	14.38%	34.73%	<b>+242% (Major Deviation)</b> Clients were continuously given skills training and provided with therapeutic activities that improve level of social

Outcome Indicators	Accomplishments	Targets (for 1st Semester)	Variance	Deviation / Assessment
				functioning. Staff work hand in hand to give effective and efficient service to the clients.
a.14 Sanctuary Center	38% (89/234)	6%	32%	<b>+538% (Major Deviation)</b> New Admission was also put to a halt resulting to higher percentage of rehabilitated clients. The new case rehabilitated, was a re-admission after the place of work closed due to ECQ. They were a cooperative canteen. With no place to go, the client was temporarily returned to Sanctuary Center. Also, there were no relapse or any sort of medical, physical and psychiatric deviation or decrease in social functioning among clients.
a.15 Jose Fabella Center	43% (149/343)	20%	23%	<b>+117.2% (Major Deviation)</b> The decreasing number of cases served and rehabilitated in the second quarter of 2020 took place due to COVID -19 pandemic and directive to the center to stop the admission of cases in order to ensure the safety of the center's staff and residents. Continuous rehabilitation of the clients and no new admission for the 2 <sup>nd</sup> quarter affected the high rehabilitation rate of the Center for the 1 <sup>st</sup> semester.
a.16 GRACES	26% (42/159)	8%	18%	<b>+213.68% (Major Deviation)</b> The accomplishment is greater than the target as most residents are considered to be rehabilitated but are still inside the center. This is due a lack of responses from the families/LGUs on the letters sent for possible reintegration and FAC, however, continued efforts are done by the Social Workers. Additionally, there are limited partner institutions for Permanent Shelter or sometimes lack of bed capacity to accommodate said rehabilitated cases.
<i>Non-Residential Facilities</i>				
b.2 NVRC	32% (37/116)	4%	28%	<b>+610.84% (Major Deviation)</b> Exceeded the target due to no admission of clients in the second quarter brought about by ECQ which affected the rate of rehabilitated clients.
b.5 INA Healing Center	17% (20/120)	5%		<b>+250% (Major Deviation)</b> INA Healing Center exceeded its target for 1st semester because the Center Social Workers and Psychologist conducted an Online or Tele- Kamustahan with the bereaved clients amidst the Pandemic Situation of the country specifically in Metro Manila, to assess their level of recovery and identify other needs/

Outcome Indicators	Accomplishments	Targets (for 1st Semester)	Variance	Deviation / Assessment
				intervention of the client that could contribute to their healing and recovery.

Table A.2.2. Targets versus Accomplishments on Output Indicators- Residential and Non-Residential Care Sub-Program

Output Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Residential and Non-Residential Care Sub-Program				
Number of clients served in residential care facilities o. Jose Fabella Center	343 clients	650 clients	109	<ul style="list-style-type: none"> <li>▪ <b>-47% deviation (Major Deviation)</b> Admission and referral from different LGU's was temporarily stop due to the Pandemic COVID 19, hence target for admission of new clients were not reached</li> </ul>

Generally, the outcome and output indicator targets for the Residential and Non-Residential Care Program were met. There have been even positive major deviations on the rehabilitation of clients despite the fact that some activities were deferred. This can be attributed not just to the continuous case management and provision of both therapeutic and rehabilitative services to the clients, but also due to the overall decrease in the admission affecting the rate of the rehabilitated clients.

Major challenges of the FO-NCR Centers/Residential Care Facilities (C/RCFs) this semester are the adjustments made in response to the pandemic and in compliance to the new policies guiding their operation during the health crisis. With the implementation of the skeletal work system, intensive precautionary measures, observance of social distancing, and adjustment and realignment of funds with the same outputs are expected from them.

Further, in response to the need of the Field Office in relation to the pandemic, four (4) center / residential care facilities were identified and used as quarantine facility for the staff: (Elsie Gaches Village (EGV), Nayon ng Kabataan (NK), National Vocational Rehabilitation Center (NVRC) and Rehabilitation Sheltered Workshop (RSW).

#### Supplementary Feeding Sub-Program

In the 1st quarter 9th cycle SFP implementation, actual number of beneficiaries had increased from 100,491 to 103,600 Children in 1,231 Child Development Center (CDC) and 317 Supervised Neighborhood Play from 14 LGUs of Metro Manila which exceeded the regional target children beneficiaries under the Supplementary Feeding program (SFP). While in the 2nd second quarter, number of children served decreased to 103,184, but still exceeded the regional target children beneficiaries.

For 10th cycle implementation, due to current crisis situation affecting the holding of class, the region await if the current scheme (Transfer of Fund) will be sustained. However, there are already prepared documents for regional Procurement and ready for submission to Bids and Awards Committee (BAC).

### Social Welfare for Senior Citizens Sub-Program

Table A.2.3. Targets versus Accomplishments on Output Indicators- Social Welfare for Senior Citizens Sub-Program

Output Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Social Welfare for Senior Citizens Sub-Program				
Number of senior citizens who received social pension within the quarter	31,876	205,784	-173,908	<p><b>-85% (Major Deviation)</b></p> <ul style="list-style-type: none"> <li>▪ Due to the prevalence of CoVid-19, Transfer of fund was initiated to 17 LGUs in Metro Manila as safety measure to ensure the safety of Senior Citizen in claiming their Social Pension stipend. However, Some LGU have not yet started their Pay-out due to simultaneous cash Pay-out of Social Amelioration Program (SAP)</li> <li>▪ Some LGUs have difficulty in planning the best mechanism to institute in doing pay-out given that the senior citizens are one of the vulnerable sectors to be affected by CoVid-19. LGUs consider all the precautionary measures and protocols in conducting pay-outs given that Metro Manila undergo Enhance Community Quarantine.</li> <li>▪ Some LGUs claimed their Cheque late which affected the slow implementation of Social Pension Pay-out.</li> </ul>
Number of centenarians provided with cash gift	8	46	-38	<p><b>-85% (Major Deviation)</b></p> <p>Delays in the submission of documentary requirements of centenarians/surviving relatives necessary for the process / release of cash gift since some of the relatives were already living in the province and abroad, affected the on-time provision of cash gift to the centenarians.</p>

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

Table A.2.3. Targets versus Accomplishments on Outcome Indicators- Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program

Outcome Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program				
Percentage of clients who rated protective services provided as satisfactory or better	97.77% 78.22% (176/225) - Very Satisfied	TBD		<p><i>Note: The results were based on the 225 Client's Satisfaction Feedback Form which were consolidated for the 2<sup>nd</sup> quarter only</i></p>

(AICS)	19.55% (44/225) - Satisfied			
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*Table A.2.4. Targets versus Accomplishments on Output Indicators- Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program*

Output Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program				
Number of beneficiaries served through AICS	31,477	16,500	14,977	<b>-85% (Major Deviation)</b> Target reflected for is for Crisis Intervention Section (CIS) while Crisis Intervention Section - Offsite Serbisyo (CIS-OS) targets is ANA.
Number of minors traveling abroad issued with travel clearance	2,461	5,000	-2,539	<b>-51% (Major Deviation)</b> The declaration of community quarantine brought by the COVID-19 pandemic affects the people's mobility as ingress and egress to and from the country have been restricted, causing the major reduction of number of tourist individuals travelling abroad.  Note: Four [4] Travel Clearances was issued with special circumstances and urgent travel with presented flight tickets.
Number of children served through Alternative Family Care Program 3.2 Children Placed Out for Foster Care	1	24	-23	<b>-96% (Major Deviation)</b> There is no Regional Foster Care Matching held for the 1st Semester due to late downloading of fund and occurrence of COVID pandemic.

#### **Assistance to Individuals in Crisis Situation**

In the first semester, CIS had served a total of 9,916 clients and another 21,561 clients were served thru CIS-OS. In compliance to the Advisory No. 1 series of 2020, in response to the pandemic, clients served was limited to 50 per day per payout.

#### **Minors Travelling Abroad**

During the onset of the COVID-19 outbreak, a contactless mechanism has been utilized in order to provide continuous service to applicants. Some of the strategies used including but not limited to the following: The use of MTA eservice/online application, answering queries and concerns thru email and cellular phone call/text. An advisory re the contactless mechanism were posted in the office entrance for public information.

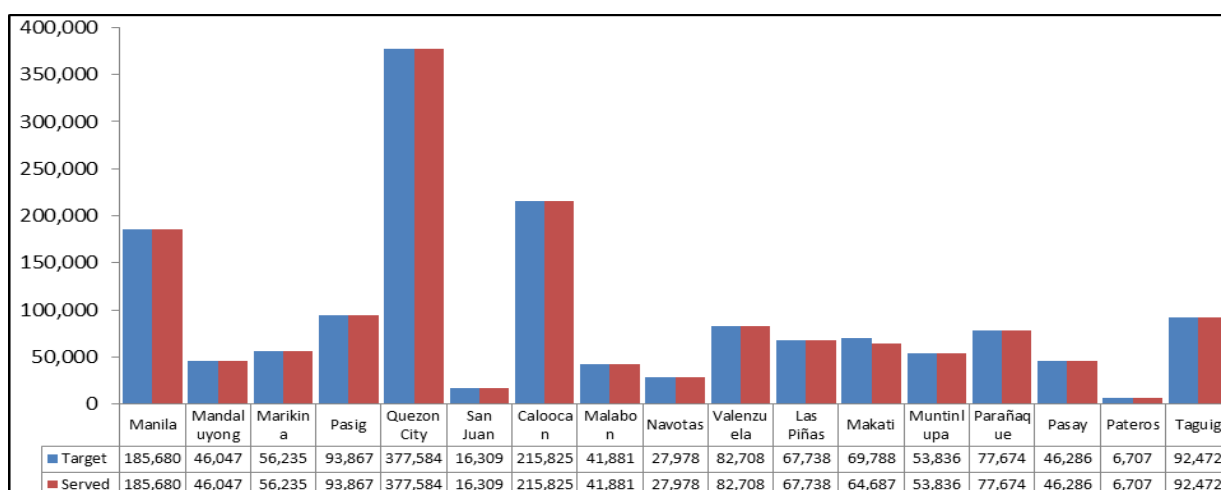
Despite unable to reach the target, the transition goes with the implementation of the Social Amelioration Program that requires the workers of MTAS to be actively engaged and involved in the conduct of monitoring, validation, and coordination to Local Government Units. These were the efforts done while the unit handles less number of cases served.

**Foster Care**

Occurrence of the COVID-19 pandemic urged the Region to augment its entire staff to implement the Social Amelioration Program-Emergency Subsidy Program (SAP-ESP). All of the staff of FCS reported in SAP leaving the case management of the foster care case thus, the result of many backlogs on the recruitment, development, case management, and monitoring on Foster Care Program. Also, a skeletal force and work-from-home work arrangement is being implemented. These factors have contributed to the under accomplished development of regular foster families and placement of eligible children under foster care program.

**SAP-AICS for Non-Pantawid**

For the semester, a total of 1,553,514 or 99.67% of the qualified families with accomplished SAC forms for the first tranche were provided with SAP-AICS as against the target of 1,558,615 families amounting to PHP 12,428,112,000.00 vis-à-vis budget allocation of PHP 12,468,920,000.00. Breakdown are as follows:



Partnership on data sharing was forged between FO-NCR and the LGUs. Out of 17 LGUs, nine (9) LGUs namely Makati, Mandaluyong, Marikina, Pasig, San Juan, Valenzuela, Paranaque, Navotas and Quezon City have already submitted the complete requirements for the Memorandum of Agreement on Data Sharing. The said LGUs have the MOA signed by Local Chief Executive. While the other LGUs have on-going completion and processing on the submission of the requirements.

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

Output indicators for Disaster Response and Management Program are targeted for the 2<sup>nd</sup> semester. However, the Field Office is continuously providing augmentation to the 17 LGUs, Locally Stranded Individuals (LSIs), Returning Overseas Filipinos (ROFs), referrals from Central Office for affected families and individuals, stranded construction workers, jeepney drivers, and walk-in clients.

The Field Office thru the Disaster Management Division had monitored and reported 21 disaster occurrences for the 1st Semester of CY 2020: Nineteen (19) fire incidents, 1 volcanic eruption (Taal Volcano) and 1 health pandemic (COVID-19). As such, a total of Php 137,844,057.28 augmentation



support was provided for the 258,212 affected families or 1,181,677 individuals coursed through/requested by the LGUs various legislators, and other intermediaries.

Further, specific for the response of the Field Office in relation to the Prevention, Control, and Mitigation of the Spread of Novel Corona Virus Disease or COVID-19, a total of 283,228 Family Food Packs, 75 Dignity Kits, 20 tents, 11,849 Sanitary Kits, 400 Face Masks, 606 Hygiene Kits and 1,645 Sleeping Kits amounting to a total of PhP 133,675,084.28 were provided by DSWD-NCR to LGUs and other partners/NGOs/POs/Others. 35 staff were deployed for Food and Non-Food Items (FNFI) Augmentation to LGUs and other partners. Said staffs are engaged in the coordination with the 17 LGUs in Metro Manila, legislators, and other partners for Food and Non-Food Items (FNFI) concerns. They assist in the hauling, transport / delivery, and turn-over of said goods to the designated warehouses / point of destination of the requesting party. They are also engaged in the repacking of family food packs.

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

Table A.4.1 Targets versus Accomplishments on Outcome Indicators- Social Welfare and Development Agencies Regulatory Program

Outcome Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
4.1 Percentage of SWAs, SWDAs and service providers with sustained compliance to social welfare and development standards	0%	100%	-100%	<p><b>-100% (Major Deviation)</b> Monitoring visit to active SWDAs was not conducted due to the COVID 19 pandemic.</p> <p>Monitoring visit to SWDAs will be scheduled within 2nd Semester 2020 as well as the continuous provision of technical assistance through conduct of orientation and monitoring visit to SWDAs with valid RLA.</p>

Table A.4.2 Targets versus Accomplishments on Output Indicators

Output Indicators	Accomplishments	Targets	Variance	Assessment
4.3 Number of service providers accredited a. SWMCCs	4	3	1	<p><b>+33% (Major Deviation)</b> All four [4] applicants came from one center which was DSWD-NCR Marillac Hills hence, assigned focal person simultaneously completed the process of pre-assessment accreditation.</p> <p>No application received for 2nd Quarter CY 2020 (April to June 2020) due to COVID19 pandemic crisis.</p>

As a whole, targets for Social Welfare and Development Agencies Regulatory Program were met. There are some changes in the physical target for the 1st Semester due to COVID19 pandemic crisis. However, minor variances will be carry-over on the 2nd Semester 2020.

### A.5 Organizational Outcome 5: Delivery of Social Welfare And Development Programs by Local Government Units through Local Social Welfare And Development Offices Improved

Table A.5.1 Targets versus Accomplishments on Outcome Indicators - SWD Technical Assistance (TA) and Resource Augmentation (RA) Program

Outcome Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
5.1 Percentage of LSWDOs with improved functionality <ul style="list-style-type: none"> <li>▪ Baseline Result</li> </ul>	0% (0)	12% (2 LGUs)	-100%	<b>-100% (Major Deviation)</b>  The target for baseline assessment of the two [2] remaining LGUs (Marikina and Quezon City) was not conducted due to the implementation of ECQ, MECQ and GCQ in NCR

Table A.5.2 Targets versus Accomplishments on Output Indicators - SWD Technical Assistance (TA) and Resource Augmentation (RA) Program

Outcome Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
5.1 Number of learning and development interventions provided to LGUs (through LSWDOs)	0	2	-100%	<b>-100% (Major Deviation)</b>  The first LDI scheduled on the 1st week of April was not conducted due to the cancellation of activities pursuant to Advisory No. 1 series of 2020.  The Capacity Building Section, DSWD-NCR is currently involved in the Agency Operation Center and Monitoring / Validation Team of the Social Amelioration Program.

FO-NCR Technical Assistance and Resource Augmentation (TARA) Plan 2019-2022 TA activities for this semester were cancelled in compliance to Advisory No. 1 series of 2020 or the Guidelines for Prevention, Control and Mitigation of the Spread of the Coronavirus Disease – 19 (COVID-19) in the DSWD Central Office, Field Offices, other Facilities and Supervised Agencies and the declaration of Enhanced Community Quarantine in NCR and Luzon because of the Pandemic.

However, the Field Office had provided other technical assistance to the LGUs in the first quarter. Among are the following:

Activity	Date	Participants
▪ Men Opposed to VAW Everywhere (MOVE) Seminar	February 5-7, 2020	Pateros MSWDO
▪ TIP Program Implementation Review	February 10, 2020	All 17 LGUs
▪ Implementation of Aruga at Kalinga sa mga Bata sa Barangay (Foster Care sa Barangay) Project in the City of Valenzuela	February 13, 2020	Valenzuela CSWDO
▪ 1 <sup>st</sup> Quarter C/MSWDO Meeting	March 4, 2020	Navotas, Malabon, Manila, Makati, Mandaluyong, Caloocan, Valenzuela, Taguig, Parañaque, Las Piñas
▪ Orientation on GAD Planning (with	March 8, 2020	All 17 LGUs

Activity	Date	Participants
PWD)		
▪ Consultation Dialogue on TIP	March 11, 2020	All 17 LGUs

Likewise, series of consultation meetings/dialogue with the 17 LGUs relative to the implementation of Social Amelioration Program – Emergency Subsidy Program (SAP-ESP) for the 1<sup>st</sup> Tranche to provide stringent technical assistance along with the identification of SAP beneficiaries, accomplishment of Social Amelioration Card (SAC), Encoding of SAC, SAUP Uploading, Cash Disbursement preparation and process, Preparation of liquidation reports, Identification of Waitlisted beneficiaries, and other concerns on SAP. Also, 17 Monitoring Teams headed by the 17 LGU coordinators that performed the below functions:

- Coordinated with C/MSDWOs the overall implementation of SAP;
- Coordinated with C/MSWDPs for the submission of required template on cash distribution schedule/plan as reference in the monitoring schedule vis-à-vis masterlist of beneficiaries and encoded SAC Forms;
- Conducted actual monitoring in every area/barangay of assigned LGUs per submitted template. Ensured photo documentation and documented the number of actual served versus target per area;
- Provided technical assistance to LGU in the preparation of liquidation report and its supporting documents.

## A.6 SUPPORT TO OPERATION

Table A.6 Targets versus Accomplishments on Support to Operation Performance Indicators

Performance Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
National Household Targeting System for Poverty Reduction				
6.15 Number of households assessed to determine poverty status	539,236	1,332,685	-793,449	<p><b>-60% (Major Deviation)</b> Household Assessment and Encoding/ Verification of accomplished HAFs were suspended last March 15, 2020 due to COVID 19 and pronouncement of Enhanced Community Quarantine.</p> <p>Note: Out of 539, 236 HHs assessed as of March 14, 2020 there are 86, 831 HHs were encoded and 36,647 HHs were verified. The Field Office NHTS to appeal to the DSWD Central Office NHTO with regard to the target wherein per result of Ocular Mapping on the identified Pockets of Poverty as prescribed methodology, only 367,023 HHs are the identified poor targeted by L3 Project in NCR.</p>

### National Household Targeting System for Poverty Reduction

Due to the Pandemic being faced by the country which affected the operations of the NHTS especially the conduct of Listahanan 3 activities, the NHTS was partially able to deliver both on the physical and financial aspects.

## Policy and Plan Development

For the semester, the Field Office was able to issue approved Regional Policies/Memorandum Orders, to-wit:

- RMO 001 Series of 2020: Amendment to the Marillac Hills Manual of Operation, Chapter V General Policies (Management of Client with Difficult Behavior)
- RMO 002 Series of 2020: Guidelines on the Use of of the Amendment Rehabilitation Indicators of Elsie Gaches Village
- RMO 003 Series of 2020 Guidelines on the Establishment of Operations Center for the FO-NCR's Implementation of Social Amelioration Program relative to the Enhanced Community Quarantine in Luzon
- RMO 004 Series of 2020 Policy on Competency-Based Learning and Development
- RMO 005 Series of 2020 Pantawid Pamilya Child Protection Policy

## B. ASSESSMENT OF FINANCIAL ACCOMPLISHMENT

For FY 2020 first Semester, the Field Office has a total fund allocation of Php 17,348,578,213.94 coming from the *Direct Release* and *Centrally Managed Fund of Current and Continuing Appropriation* with an obligation rate of 81.57% and disbursement rate of 91.12%. Breakdown of fund utilization per Program/Activities/Projects (P/A/Ps) is shown in the below:

Table 4. Financial Performance of Office/Program (as of June 22, 2020)

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>	405,118,115.73	260,317,411.77	64%	144,707,060.51	56%
Pantawid Pamilyang Pilipino Program	356,990,037.84	227,176,000.87	63.64%	135,340,138.43	59.58%
Sustainable Livelihood Program	48,128,078	33,141,411	68.86%	9,366,922	28.26%
<b>ORGANIZATIONAL OUTCOME 2: RIGHTS OF THE POOR AND THE VULNERABLE SECTORS PROMOTED AND PROTECTED</b>					
<b>Sub-Total</b>	<b>16,487,022,428.84</b>	<b>13,703,690,078.63</b>	<b>83%</b>	<b>13,081,781,931.43</b>	<b>95%</b>
<b>A. RESIDENTIAL AND NON-RESIDENTIAL CARE SUB-PROGRAM</b>					
Residential and Non-Residential Care Facilities	574,821,663	244,597,997	42.55%	145,510,082	59.49%
<b>B. Supplementary Feeding Sub-Program</b>					
Supplementary Feeding Program	283,125,471	38,850,454	13.72%	14,087,143	36.26%
<b>C. Social Welfare for Senior Citizens Sub-Program</b>					
Social Pension for Indigent Senior Citizens	1,580,151,397	526,486,407	33.32%	99,574,181	18.91%
Implementation of Centenarians Act of 2016	10,912,391	1,392,366	12.76%	1,006,361	72.28%
<b>D. Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program</b>					
Protective Services Program	14,016,536,287	12,887,136,630	91.94%	12,819,226,798	99.47%
Assistance to Persons with Disability and Older Persons	1,318,963	5,000	0.38%	0	0.00%
Unconditional Cash Transfer	8,209,662	3,251,922	39.61%	746,077	22.94%

Objective/ Program/ Sub-Program/ Performance Indicator	Budget (GAA)	OBLIGATION		DISBURSEMENT	
		Amount	Utilization Rate	Amount	Utilization Rate
Program (UCT)					
Comprehensive Program for Street Children, Street Families and Badjaus	10,136,010	1,349,321	13.31%	1,168,374	86.59%
<b>E. Social Welfare for Distressed Overseas Filipinos and Trafficked Persons</b>					
<b>Sub-Program</b>					
Recovery and Reintegration Program For Traffic Persons (RRPTP)	1,398,761	436,796	31.23%	280,546	64.23%
Services to Overseas Filipinos and their Families (International Social Services Office - ISSO)	411,824	183,186	44.48%	182,368	99.55%
<b>ORGANIZATIONAL OUTCOME 3: IMMEDIATE RELIEF AND EARLY RECOVERY OF DISASTERVICTIMS/SURVIVORS ENSURED</b>					
<b>DISASTER RESPONSE AND MANAGEMENT PROGRAM</b>					
<b>Sub-Total</b>	<b>196,978,886.22</b>	<b>79,559,458.14</b>	<b>40%</b>	<b>25,439,054.78</b>	<b>32%</b>
Disaster Response and Rehabilitation Program	116,524,361	4,615,091	3.96%	2,034,169	44.08%
National Resource Operation	30,000	0	0.00%	0	0%
Quick Response Fund	80,424,525	74,944,367	93.19%	23,404,886	31.23%
<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>					
<b>Sub-Total</b>	<b>1,009,484</b>	<b>52,500.00</b>	<b>5.20%</b>	<b>0</b>	<b>0.00%</b>
Standards-setting, Licensing, Accreditation and Monitoring Services	1,009,484	52,500	5.20%	0	0.00%
<b>ORGANIZATIONAL OUTCOME 5: DELIVERY OF SOCIAL WELFARE AND DEVELOPMENT PROGRAMS BY LOCAL GOVERNMENT UNITS THROUGH LOCAL SOCIAL WELFARE AND DEVELOPMENT OFFICES IMPROVED</b>					
<b>Social Welfare and Development Technical Assistance and Resource Augmentation Program</b>					
<b>Sub-Total</b>	<b>103,453,640</b>	<b>49,025,067</b>	<b>47.39%</b>	<b>42,936,240</b>	<b>87.58%</b>
Provision of Technical / Advisory Assistance and other Related Support Services	103,343,975	49,025,067	47.44%	42,936,240	87.58%
Provision of Capability Training Programs	109,665	0	0.00%	0	0%
<b>SUPPORT TO OPERATION</b>					
<b>Sub-Total</b>	<b>105,556,965.90</b>	<b>22,301,543.24</b>	<b>21%</b>	<b>6,128,946.78</b>	<b>27%</b>
Policy and Plan Development	177,726	0	0.00%	0	0%
Social Technology Development	875,857	0	0.00%	0	0%
National Household Targeting System for Poverty Reduction	96,762,189	21,998,429	22.73%	5,886,010	26.76%
Information and Communications Technology Management	7,741,193	303,114	3.92%	242,936	80.15%
<b>GENERAL ADMINISTRATION AND SUPPORT</b>					

Objective/ Program/ Sub-Program/ Performance Indicator	Budget (GAA)	OBLIGATION		DISBURSEMENT	
		Amount	Utilization Rate	Amount	Utilization Rate
Sub-Total	49,438,693.27	35,486,968.78	72%	17,801,741.08	50%
<b>GRAND TOTAL</b>	<b>17,348,578,213.94</b>	<b>14,150,433,027.50</b>	<b>81.57%</b>	<b>13,318,794,974.86</b>	<b>94.12%</b>

Overall, the Field Office's fund utilization is on track, however, other programs specifically those that provide technical assistance to intermediaries (LGUs and SWDAs/SWAs) have low utilization caused by the cancellation of activities for the first and second quarter.

### III. CONCLUSION

In the first semester of CY 2020 Field Office achieved most of its physical targets but with some major positive and negative deviations mainly attributed to the prevention, control, and mitigation measures of the Department as a response to the COVID-19 Pandemic. With the obligation (81.57%) and disbursement (94.12%) rate of its FY 2020 fund allocation, financial performance of the FO is on track.

Likewise, hereunder are the overall challenges encountered by the FO as well as its strengths exhibited for the first semester:

- In line with the enactment of ECQ, RA 11469 or the "Bayanihan to Heal As One Act" which empowers the National Government to provide an emergency subsidy to poor families. DSWD as one of the agencies tasked to implement the Social Amelioration Program (SAP), focus of the Department was shifted to the implementation of SAP-ESP;
- COVID-19 Pandemic affected the Centers/Residential Care Facilities' case management process, reintegration of the residents to their families and referral to other institutions that would help improve their health and psychological conditions as part of their rehabilitation;
- During the onset of the COVID-19 outbreak, contactless mechanisms have been utilized in order to provide continuous service to clients and intermediaries. Some of the strategies used includes the following:
  - a. Use of MTA of the e-service/online application, answering queries and concerns thru email and cellular phone call/text
  - b. Online/TeleKamustahan approach for INA Healing Center which enables the center to provide continues grief counseling and assess the bereaved client's level of recovery in relation to their grief
  - c. Online Adoption Forum and Technical Meeting with partners by Adoption Resource and Referral Section
- The current situation of the Region during this crisis demands immediate response to the LGUs. The downloaded funds from the Central Office for emergency purchase of needed materials/items necessary for disaster operations due to the pandemic supported the
- Amidst the pandemic, most FO-NCR staff most of our staff are mobilized for the implementation of the SAP-ESP on top of their regular functions.

### IV. RECOMMENDATIONS

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

**For the Central Office:**

- Considering the current situation in the country, especially in the National Capital Region with high incidence of confirmed cases, due to COVID-19 pandemic, it is being recommended that for some targets for CY 2020 be adjusted for health / safety reasons of the implementers and participants.
- Continuous guidance and technical assistance to the Field Office along implementation of its regular and special programs.

**Within the Field Office:**

- Sustain the good working relationship among multi-disciplinary team members within the C/RCFs to meet the desired results of rehabilitation of all residents.
- Improve Resource Mobilization in the C/RCFs – Forge partnership with other agencies/groups/individuals that may augment to the implementation of the centers' programs and services. Sustain and strengthen existing partnerships.
- Proper 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.
- LGUs' accomplishment along SAP-ESP shows that 99.61% of the total targets were served which reflect that they are fully capable to implement the program. Hence, authorize fund transfer and allow LGUs to implement the second-tranche payment and waitlisted provided that they have already 100% liquidated of the fund transferred for first-tranche implementation.
- 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.
- Capacitating the staff for the delivery of programs and services to the clients and intermediaries in the "new normal" context.
- Strategize new approaches for the delivery of the Department's programs/activities/projects amidst the Pandemic Situation of the country specifically in Metro Manila.
- Implementation of the FO-NCR Response And Recovery Plan - Strategic Contribution Implementation Plan (SCIP) for FY 2020