

**Department of Social Welfare and Development
National Capital Region
4th QUARTER REPORT
CY 2011**

INTRODUCTION

The last quarter of 2011 was a more challenging one for the region. It was during this quarter that implementation of DSWD Core Programs were intensified specially the Comprehensive Program for Street Children which aims to achieve zero-street children on the identified 10 Priority Areas. . Moreover, to prevent street children from caroling and begging to public commuters during the yuletide season, “PaskongBatangPinoy” was launched. The project was implemented in partnership with all NGOs working for children, academe, volunteers and civic groups/ association as well as private individuals. Various activities were conducted in different LGUs such as art workshop, values formations session, film showing, parlor games and art and craft. As a culminating activity, the “PaskongBatangPinoy” was conducted last December 22, 2011 in which 5,000 street children from participating LGUs, NGOs, NGAs and volunteers attended the said event where children enjoyed the various activities with volunteers such as group games art workshop and storytelling and they went home with toys and grocery bags for their respective families.

This is line with the region’s effort in maximizing participation and involvement of other stakeholders and partners along implementation of social protection programs and services of the government, the Region strengthened its partnership with various stakeholders to include academe, private organization, people’s organization and alike thru its public-private partnerships

Likewise, in the performance of the Department’s mandate to provide protective services to community and center-based clients, the Region continues topursue implementation of community based programand the operation of twelve (12) Centers/ Institutions to serve our clientele groups children, youth, women, family, older person and person with disabilities.

A. SERVICES RELATING TO THE FORMULATION AND ADVOCACY OF POLICIES AND PLANS AND PROGRAMS

1. Policy and Plans Development

1.1 Sectoral Programs

a. Children Welfare Program

a.1 Regional Committee for the Welfare of Children (RCWC)

For the reporting period, the RCWC composed of 17 member agencies conducted its 4th Quarter Meeting cum Christmas Party on December 12, 2011a joint meeting with the Regional Child Labor Council-NCR hosted by DOLE and DSWD held at the RSCC, BagoBantay Quezon City. Output of the said meeting was the presentations of accomplishments of each member agencies.

a.2. Other activities

- Conducted the regional launching of the 19th Children's Month Celebration on October 10, 2011 held in Mandaluyong City with a theme "Local Council for the Protection of Children Para Sa Bright Child: Pakilusin, Palakasin, PagtulunganNatin".
- Organized and conducted emergency meetings of RCWC member agencies relative to preparations (Forum of LCPCs) on October 7 & 10, 2011. Output of the meeting was the discussion and agreement on the tasking of each members on the conduct of the Forum of Children.
- Conducted the "Forum Para Sa Mga Bata: Palakasin LCPC Ko" in cooperation with CWC as the regional activity in celebration of the 19th Children's Month held on October 25, 2011 in Training Rooms A & B, Quezon City Hall participated by 14 LGUs on which the highlights are the sharing of selected LGUs-LCPCs on their Good Practices on "Zero-Street-Children Project", "Adoption and Issuance of Local Ordinances Strategy" "BCPC's handling of CICLS" and a child representative who is the Phil. Delegate to ASEAN shared on "A child's participation and action for the children like him".
- As NCR's entry to the National Level, Mandaluyong City provided with technical assistance in complying / accomplishing the additional requirements / documents / reports requested by the National Award Committee (NAC)
- Organized and convened attendance of selected RCWC-RAC on October 27, 2011 for the national awarding of the Most Child Friendly City/Municipalities held in Malacanang Palace. Proudly, Mandaluyong City as NCR's entry for the Highly Urbanized City Category bagged the national award received by Hon. Mayor Benjamin Abalos, Jr. as handed by no less than His Excellency PresidentBenigno S. Aquino III.

a.3. Advocacy on Compliance to SWD Laws

The following were the activities conducted by the Region in line with the Welfare of Children;

- Provided inputs / comments to the LOI of Inter-Agency Technical Working Group on solvent abusers as spearheaded by the PDEA, Draft Regional Guidelines on the Operation of Activity Centers for Street children within Metro Manila and Draft Operational Guidelines on Child Minding Center for Children of parents with Street Activities, Guidelines in the provision of Awards and Incentives for BCPCs with Zero Streetchildren in 10 Priority Areas in Metro Manila, Nine (9) project proposals of BCPCs who attended the Roll-Out Training relative to start up funds for Zero Streetchildren Project and proposed activities for the "Paskong Batang Pinoy" grand celebration as well as provided inputs / comments to the project proposal on said grand celebration relative to the Comprehensive Program on Streetchildren, Street-Families and Indigenous People's especially Sama-Badjaus,.
- On October 11, 2011, as part of the children's month celebration the Social Welfare Specialist for Children served as live radio guest at DWDD AFP Radio Angel ng Masa Program anchored by Teena Clemente of which topic focused on Adoption & Foster Care process and other concerns on abandoned, neglected and surrendered children.

b. Women Welfare Program

For the 4th Quarter the following activities were initiated / participated by the Region's SWS for Women Welfare Program:

- Due to conflicting schedule and disaster operation, the 3rd Quarter meeting of the Regional Inter-Agency Committee on Anti-Trafficking and Violence Against Women was conducted last October 26, 2011. The meeting was participated by thirty eight (38) representatives from the different LGUs (11), NGAs(7) and NGOs (9) and internal staff.
- The Regional GAD Plan CY 2013 was submitted to PDPB on December 2011. The said Gad Plan was the result of the Regional Gender Responsive Budgeting Workshop conducted last December 6 and 7, 2011. Likewise the said plan was the consolidated submitted GAD Plan of CIUs of the region.
- Drafted the Term of Reference for the DSWD-NCR HELPLINES to respond the inquiries relative to TIP cases as well as the Sectoral concerns. The Helpline shall be manned by DSWD Social Workers from CIU and CBSU to accommodate SMS and Call inquiries needing immediate action.
- Likewise, the Term of Reference for Social Workers mobilized during rescue operation was also drafted. The TOR was submitted to the management and for review and possible approval.
- On-going review for the renewal of Memorandum of Agreement between DSWD-NCR and IJM that was expired last December 2011. The MOA shall be focused in

providing center and community based services for victims of trafficking who were admitted at DSWD facilities.

- Participated in the annual 18 Day Campaign on Violence Against Women, conducted last December 12, 2011. The activity held during the flag raising ceremony participated by (73) Field Office Personnel. It was highlighted by providing orientation about the event, simultaneous whistle blowing to END VAW NOW and the signing of pledge of commitment on how to fight VAW. Dir Marcelo Nicomedes Castillo and ARD Delia U. Bawan, and officers of MOVE-NCR supported and graced the activity.

Generally, the activities aims to enhance the awareness and capabilities of FO staff and others service providers on ill effects of Violence Against Women and implemented through the following :

1. Conduct of MOVE and KALIPI NCR officers and members meeting wherein they were able to discuss issues and concerns related to VAW.
2. Participation in the nationwide simultaneous whistle blowing campaign to end VAW.
3. Display of streamers, banners and other advocacy materials that promotes campaign against VAW.

b.1 Support Services and Technical Assistance to Intermediaries

- The SWS for Women Sector served as Resource Person on the conducted “Training of DSWD Social Workers in Managing Rescued Clients” last November 9 to 11, 2011 at the Hotel Kimberly, Manila in response to the findings of the rapid training needs inventory conducted by HRMU that expresses need for capability enhancement of Social Workers who respond to and managed rescued clients participated by twenty five (25) Social Workers. The training was highlighted with lectures on various sectoral laws and policies, roles of SW in the criminal justice system, and sharing though a panel discussion the roles of prosecutors, police, NGOs in the actual conduct of rescue and the provision of support to clients / victims of abuses.
- Conducted orientation on RA 9208 and the Recovery and Reintegration Program for Trafficking in Persons (RRPTP) on October 27, 2011. The activity was participated by the representatives from the different cities from Pasay (11), Taguig (8), Quezon City (11) and Valenzuela (9) which has City Inter-Agency Committee on Anti Human Trafficking (CIACAT). The activity aims to solicit support to formally establish CIACAT that will ensure the implementation of RA 9208 in the areas of prevention and recovery and reintegration of victims to their communities.
- Technical assistance session was conducted to five (5) DSWD Social Workers assigned at Terminal 1 of the Ninoy Aquino International Airport on November 14, 2011 focused on handling rescued trafficked person.
- Conducted “Gender Responsive Budgeting” on December 7 to 8, 2011 which seek to create among C/I/ Us enabling policies, build capacity and strengthen mechanisms that supports programs for vulnerable sector particularly women which aims to attain the following: conduct orientation on gender responsive budgeting; prepare

gender-responsive budget that addresses the concerns of employees and beneficiaries among centers, institutions and units ; understand the existing GAD budget process.

b.2 Other Activities

- Conducted training on Basic Business Management Training to fifteen (15) beneficiaries from Makati (1), Manila (1), Valenzuela (6), Malabon (4), Taguig (1) and (27) QC who were qualified for livelihood / economic assistance under the RRPTP program.
- Conducted coordination with the CSWDOs of Valenzuela, Taguig Pasay and Quezon City who were identified for pilot LGUs on NCR to organize an Anti-trafficking network in their respective localities. These cities shall be assisted by the DSWD through the Social Technology Bureau and the NCR Field Office. Specifically, the following activities shall commence to these pilot areas:
 - a. Creation of City Inter-Agency Committee on Anti-Trafficking
 - b. Skills training and Financial Support to Trafficked Victims amounting to not more than Php. 10,000 per client.
 - c. Advocacy Activity
- Facilitated the processing and release of financial assistance to TIP clients from the following LGUs: Caloocan (13), Malabon (14), Mandaluyong (1), Manila (3), Muntinlupa (1), Paranaque (1), Quezon City (4), Taguig (3), Valenzuela (3). A total amount of P430,000.00 were provided to them.

c. Youth Welfare Program

c.1 National Youth Commission Regional Advisory Council

For this quarter, The National Youth Commission invited its member agencies to the Regional Advisory Council Meeting at the NYC Office last December 2, 2011. All the participants were requested to submit their accomplishment in relation to the implementation of National Youth Development Plan.

c.2 Advocacy on Compliance to SWD Laws

The following were the activities undertaken for the advocacy in compliance to Youth related SWD Laws

- Provided inputs on FO-initiated policy which is Homewage Placement. This policy intends to provide a guide for discharged clients who may be placed as home helpers.
- Monitoring for the second semester of Social Welfare and Development Law in compliance to RA 9344 was done in Pateros, Navotas, Malabon, Las Piñas, Parañaque, Marikina and Pasig. Result of the monitoring is that the LGU has not been much improved the establishment of Youth Homes.

- Radio guesting at DZRB last October 7, 2011 was done. The topic was about RA 9344. This is to raise public awareness about the provisions of the law in response to the issue of BatangHamog Boys.
- In view of the media hype on CICL concerns as triggered by the BatangHamog Boys in Guadalupe, Makati, a Task Force was created by DILG where the DSWD is one of the member agencies. The Task Force met last October 25, 2011 to discuss capability building for its members as well as other activities that may be undertaken by the Task Force relative to RA 9344 implementation.

c.3 SIGLA Manual Writing Workshop

- Writing Workshop on SIGLA Manual for Pilot Regions together with their LGUs was conducted last November 22-25, 2011 in Ciudad Christhia, San Mateo, Rizal. It is a social technology project for CICL who has no family or relatives that they can return to after discharge from the center. The workshop aimed to draft guidelines that will govern to the implementation of pilot testing of SIGLA.

c.5 Other Activities undertaken by the Youth Sector

- LGUs, DSWD Center Heads and Social Welfare Specialists were oriented on the Program Supervision Model last October 25, 2011 in Pasay City. This model aimed to provide a framework for case management for all DSWD-operated facilities.
- A Training of Trainers on Multidisciplinary Approach in Handling CICL Cases was conducted by the SWIDB last November 21-25, 2011 in Hotel Stotsenberg, Clarkfield, Pampanga. This training aimed to create a pool of resource persons that discuss salient features of RA 9344. Participants from NCR were composed of representatives from DSWD-NCR, NCRPO, PAO and LSWDO. Unfortunately, the roll out training was not implemented due to time constraints with the funds expiring by end of December 31, 2011.
- Meeting with C/MSWDO was done last December 8, 2011 in Hotel Indah, Manila. Among the agenda discussed during the meeting was the Paskong Batang Pinoy and assistance to victims of trafficking.
- The Pantawid Pamilyang Pilipino Program conducted a Training of Trainers on Parenting Adolescent Manual in Fontana Leisure Park, Pampanga last November 14-18, 2011. The Manual will be used for the Pantawid beneficiaries who has adolescent children as well as for parents of beneficiaries under the BARKADA sa Barangay as social technology project.
- CRADLE is now in the process of transferring clients prior to ceasing its operation. Preparatory activities have been done while some is still on-going for transfer of clients from CRADLE to families, NGOs, LGUs and NTSB. The following activities were undertaken:
 - Conduct of home visitation
 - Updating of SCSRs
 - Psychological evaluation

- Mobilization of Social workers and psychologists from other centers to augment the needed manpower in tracking the cases
- The Inter-agency meetings were held and attended by JJWC, DSWD Central Office, BJMP and NGOs
- Letters for court to advise that CRADLE will no longer accept clients as well as manifestation reports for discharge/transfer of clients were sent.
- Purchase of therapeutic materials for the use of clients.

d. Family Welfare Program

d.1 Regional Inter-Agency Committee for Filipino Family (RIAC-FF)

The synchronized meeting of the different RIACs on children, women and family in one day has given many advantages not only to the Department in terms of maximizing cost for the different RIAC meetings but has maximized participation of the member agencies.

For the reporting period, the RIAC for the Filipino Family has focused its efforts in the observance of the National Family Week which is held every last week of September. Throughout the semester, 2 special meetings were conducted for the RIAC for Family with the output as follows:

- a. Presentation of Referral System for the Care and Support Services for PLHIV and their Families
- b. Updates on the Status of Implementation of Pantawid Pamilyang Pilipino program
- c. Updates on the Preparation of Family Week Celebration

d.2 Advocacy on Compliance to SWD Laws

Various advocacy activities were undertaken to orient the public on existing policies and legislations related to family concerns such as RA 8972 or the Solo Parents Welfare Act, RA 9208 or the Anti-Trafficking of Persons and RA 9262 or the Violence Against Women and their Children. Orientations on these laws are usually conducted to other NGAs, NGOs, and private organizations. Specifically these activities include:

1. Orientation on Operational Guidelines of RA 9523
2. Orientation on Regional Anti-Trafficking Network
3. Orientation on Republic Act 9208 or Anti Trafficking Against Persons

e. Person With Disabilities Welfare Program

e.1 Regional Committee on Disability Affairs (RCDA)

The Regional Committee for Disability Affairs (RCDA) conducted two (2) meetings for the reporting period output of the meeting was discussed, clarified and exchanged information/knowledge on the following concerns:

- Orientation/Lecture on :
 - Peace and Order in NCR
 - NCDA Mandate, Programs & Services

- Cerebral Palsy Prevention, Management & Protection
- NCDA Board Resolution No.09 S2008
- RCDA Plan 2012
- RCDA 1st semester 2011 Accomplishment Report
- DILG MC# 2010: Establishment of Persons with Disability Affairs Office (PDAO) in every Province, City and Municipality pursuant to RA 10070
- Identification of Areas for Capability Building for RCDA Members & PWD Organization
- Preparation for International day of PWDs
- Other Matters:
 - “Therapinoy” of Quality Life Discoveries
 - Assistive Device for PWDs

e.2. Formulation and Advocacy on Compliance to SWD Policies

- DSWD-NCR Focal Person for Persons with Disabilities discussed the DBM & DSWD Joint Circular No.2003 -01 Implementing Guidelines for FY 2003 the GAA entitled “Setting Aside One Percent of Government Agency Budget for Programs/Projects Related to Senior Citizens and the Disabled Persons during the Las Pinas PWD Federation Planning for 2012. The said activity was initiated by Las Pinas CMSWDO and Las Pinas PWD Federation to orient the federation officers on the said policy. This was attended by 50 participants from 20 PWD organizations.
- DILG Memorandum Circular #2010 entitle “Establishment of Person With Disability Affairs Office (PDAO) in every Province, City and Municipality pursuant to RA 10070 was shared to remaining 13 LGUs of NCR which have not yet established their PDAO. As agreement, the said LGUs will advocate for the establishment of the said Office. DSWD-NCR, DILG and NCDA to assist them through attendance to advocacy meeting at the local level.
- Facilitated finalization of the Guidelines on Providing Technical Assistance and Resource Augmentation to LGUs in NCR thru the SWAD Team. A said guideline was already approved and will serve as guide in providing TARA to LGUs.

e.3 Cerebral Palsy Awareness & Protection (CPAP) Week

In support to the celebration of Cerebral Palsy Awareness and Protection Week (CPAP) scheduled every September 16 to 22 of each year as per Presidential Proclamation No.588 dated March 25, 2004, the NCR- Regional Committee on Disability Affairs (RCDA) included as one of the agenda during the 4th quarter meeting of RCDA the “Orientation on Cerebral Palsy Prevention, Management and Protection”. A total of 28 RCDA members which are composed of LGUs, NGAs, NGOs and POs were provided with information on causes, signs and symptoms as well as management of Cerebral Palsy. Fifty (50) RCDA members will share the said information to their area of assignment to prevent further incidence of Cerebral palsy as well as to advocate and orient the public on the management and protection of PWDs with Cerebral Palsy disability.

e.4. International Day of PWDs

RCDA - NCR as well as PWD clients from NVRC, RSW, EGV & Sanctuary Center were mobilized to participate in the *“Walk for the Rights of Persons with Disabilities”* conducted last *December 2, 2011 at the Music Hall, SM Mall of Asia, Pasay City*. The activity was done in compliance to Presidential Proclamation No. 1157 Declaring December 3, 2006 and Every Year Thereafter as International day of PWDs in the Philippines. More than 3,000 participants attended the event coming from various agencies (local and international), NGOs, PWD Organization and advocates. The activity emphasized the awareness of public on the rights of PWD and their rights to be included in the development agenda of the Government.

e.5 Other Activities

RCDA conducted *“Capability Building cum Planning Workshop”* last December 6-8, 2011 at Sunrise Holiday Mansion Hotel, Alfonso Cavite and reviewed and evaluated the activities/accomplishments vis a vis its mandate. Teambuilding activities were also conducted to achieve cohesiveness of the group as a committee. RCDA Plan for 2012 served as the output of the activity which established the desired directions for the succeeding year in order to effectively improve its systems in the realization of its goals.

f. Older Person Welfare Program

f.1 Regional Coordinating and Monitoring Board

The Regional Coordinating and Monitoring Board (RCMB) hold its 4th quarter meeting last December 13, 2011 which was participated by 7 out of 8 member agencies. The said meeting provided opportunity for the members to review and evaluate the recent *“Celebration of Elderly Filipino Week”*. Likewise, updates on implementation of RA 9257 and RA 9994 were discussed. Plan for 2012 was also finalized to set direction for the committee on the succeeding year.

1.2. Consultation Dialogues with C/MSWDO

4thQuarter Consultation Dialogue with C/MSWDOs was held on December 8, 2011 at Hotel Indah, Manila. Output of the dialogue focused on the issues & concerns and recommendation to the following:

- Updates on the investigation of allegedly collection of CCLAA fees by an identified LGU
- Updates on the implementation of Supplementary Feeding
- Status of Implementation of Rice Subsidy for Internally Displaced Persons for 2012
- Updates on the Guidelines of SWAD Team
- Updates on the Administration of Social Welfare Indicators (SWI) Tool for Set 1 PantawidPamilya Beneficiaries
- Updates on the proposed amendment of RA 4373 *“An Act to Regulate the Practice of Social Work and the Operation of Social Work Agencies*

- Updates on the Search for Child Friendly City
- Presentation of the highlights of SPDR
- Status of Implementation on Recovery and Reintegration Program for Trafficked in Person
- Updates on the Comprehensive Program for Street Children and Badjau Families
- Updates on the PantawidPamilya Pilipino Program
- Sharing on the Plans for Transfer of CRADLE clients

1.3 Review of Manual of Operations/Existing Guidelines/Draft Manual as Proposed by Units/Centers/Institutions

1.3.a. For this quarter, two following (2) FO-initiated guidelines were approved by the region;

- EGV Enhanced Rehabilitation Indicator
- Guidelines on Providing Technical Assistance and Resource Augmentation to LGUs in NCR(SWAD)

1.3.b. Review of four (3) FO-Initiated Guidelines was undertaken by the region. Comments and inputs were provided on the following:

- Guideline/Policy on Hiring of Private sponsored Staff of Elsie Gatches Village
- Guideline on Clients' Personal Visitor of Haven for Children
- Enhanced Guideline on Escorting of Clients

1.3.c. While the following guidelines were on final process for its approval:

- Sanctuary Center Manual of Operation
- Enhanced Guidelines on Policy Development Process

1.3.d. Provided comment to two (2) CO-Initiated Guidelines as follows:

- Draft Guidelines in the Organization of ABSNET regional and National Federation
- Guideline for the Operation of Online Database System for SWADAs and Service Providers

2. Social Technology (Pilot Project)

2.1 TransFER

- In line with the implementation of the Transitional Living for Effective Reintegration (TransFER), the Marillac Hills' benefit the program has underwent her first phase of TransFER. The client was discharged to her family in Sampaloc, Manila on December 23, 2011.

2.2 BARKADA sa Barangay

- Conducted meetings with Manila and Valenzuela to discuss issues and accomplishment relative to the BARKADA sa Barangay Mid-Year Assessment as the social technology's pilot implementation on this project. BARKADA sa Barangay Mid-Year Assessment was initially scheduled in December 2011 however, the activity was postponed to January 2012.

2.3 National Referral System and National Recovery and Reintegration and Data Base Program for Trafficked Persons

For this quarter, implementation of Recovery and Reintegration Program for Trafficking in Persons was continuously conducted. For the period July to December 2011 the following are the statuses of assistance provided to TIPs

- A total of 39 checks released (CBSU, MARILLAC HILLS AND NAYON NG KABATAAN) and 64 Cheque on-process (CBSU AND MARILLAC HILLS) with 103 Clients provided and shall be given financial assistance until 1st semester of 2012
- Conducted continuing monitoring on the implementation of Recovery and Reintegration Program. The program that was implemented in Marillac Hills, NayonngKabataan, Haven for Women , Jose Fabella Center, Crisis Intervention Center and Community Based Services Unit were uploading the cases in the database and using the first three forms in the database. Four LGUs submitted hard copies of their reports - Taguig, Malabon, Pasay , Valenzuela and Quezon City. In the case of Taguig most of their cases were referred to Marillac Hills, NayonngKabataan and Haven for Women.

3. Research

The Region facilitated review of sixteen (16) research requests wherein eleven (11) were endorsed to Central Office and approved by the Secretary;

1. Analysis of Depression Level of Children in Marillac Hills, Alabang Munitnlupa
2. Survivor Note: The Lived Experiences of Sexually Abused Male adolescents
3. Ang Epektong Pantawid Familyang Pilipino Program
samgab enepisy onitosa Lungsod ng Maynila
4. A descriptive study on the Defense Mechanism used as Coping Mechanism of Children with Dysfunctional Family at Haven for Children
5. Aggression and Self Control Level of Selected Abused Women
6. Lived Experiences of Caretaker Providing Care to Client with Cerebral Palsy
7. The Leadership Styles of Supervisor and its impact to Employees Joy Performance: Basis for a Proposed Human Resource Training Module
8. Assessment of the government's Tool on Alleviating Poverty: The self-Employment Assistance- Kaunlran Program
9. The link between Alexithymia and Interpersonal Relatives among People with Substance-Abuse
10. Grief of X + Grief of Y

11. A Revised Method Study on the Decision Making of Battered Women who returned to their Partner after being in Socio-Civil Organizations.

The remaining five (5) research proposals were returned to their respective proponents for revision/completion of requirements.

4. National Household Targeting System for Poverty Reduction

For the reporting period, the following activities were undertaken by the NHTS-PR;

- Pre-Launching of Data Sharing was conducted last September 26, 2011 participated in by 70 NCR Staff
- Datasharing with LGUs and NGAs on October 18, 2011 at Orchid Garden Suites, Malate Manila with 17 LGUs and 6 NGAs participated
- Data Sharing with Academe in 8 Tertiary Level schools on October 19, 2011
- Data sharing with 36 CSOs and NGOs and Legislators attended by 25 congressional representatives.

As a result, the participant appreciates the output of data presented by the RPMO Team which was the result of the enumeration conducted from 2009-2011.

5. Pantawid Pamilyang Pilipino Program

For the 4th quarter of 2011, 100% of all Congressional Districts, 16 Cities and 1 Municipality are part of the PantawidPamilya program implementation. 635 or 37.24% of the total number of barangays (1, 705) in NCR are covered by the program. 226 additional barangays were covered in the program for Set 5 in Manila, specifically in Sampaloc, Ermita, and Paco. The additional Barangays was noted that 13% increased on the covered Barangays of NCR.

For the Set 1 and Set 3 Areas, there are a total of 23, 669 or 73.14% household were registered to the program as against the 32,366 target eligible household beneficiaries. This is due to some of the target household beneficiaries have no qualified children, double entry, and transferred of residence to non-Pantawid areas prior to the community assembly registration. Likewise in Set 4 Areas, the total number of beneficiaries increased from 39, 676 households to 40, 013 households was due to the 319 registered households from the Community Assembly extension in Quezon City from September 12-18, 2011 for Set 4 D. As of December 14, 2011, the total number of registered PantawidPamilya beneficiaries was 67, 733 households within NCR.

To date, there are a total of 122 CSO/NGO/PO/GA who have signed a Memorandum of Agreement (MOA) with DSWD-NCR PantawidPamilya under the Public-Private Partnership with area of engagement such as Bantay, Gabay, Tulay at Kaagapay. With this, Bantay has the most number of CSOs on NGOs as their area of engagement wherein a total of 63 NGO/CSOs expressed interest to validate reports, and lists of registered PantawidPamilya beneficiaries for inclusion errors and monitor program implementation by validating CVS results. CSOs under Kaagapay partnership expressed interest in facilitating Family Development Sessions. For the previous quarter of 2011, 2 new faith-based Organizations have signed Memorandum of Agreement (MOA) with DSWD NCR PantawidPamilya for engagement under Kaaagapay partnership, namely; Marriage Encounter Foundation of the Philippines, and I am Redeemer Ministry.

B. STANDARDS SETTING, LICENSING AND ACCREDITATION SERVICES

The Standards Unit ensures the registration, licensing and monitoring of standards compliance of NGOs and accreditation of service providers such as Day Care Workers, Marriage Counselors and Court Social Workers and has accomplished the following:

Service	Plan for this Quarter	Served	% of Accomplishment
NGO			
• Registration			
- Assessed	10	14	140%
- Registered	10	14	140%
• Licensing			
- Assessed	7	4	57.14%
- Licensed	7	4	57.14%
• Accreditation			
- Assessed			
* DSWD C/I's	2	2	100%
* LGU's	2	2	100%
• Centers Accredited- DCC	36	63	175%
- ECCD Centers Accredited -DCW	36	61	175%
Other Concerns			
• Regional Solicitation Permit	6	15	250%
• Duty Free Entry Requests endorsed to the Standards Bureau	ANA	0	
• Fund Drives Authorized	3	3	100%
• Accredited Service Providers			
- ECCD Service Providers	36	61	175%
- Social Workers Handling Court Related Cases	2	6	300%
- Marriage Counselors	2	3	150%

- For this quarter, a total of 14 or 140% of the NGO's applied for Registration were assessed and issued with Certificate of Registration.
- On licensing, Out of 7 targeted NGO's assessed and Licensed, 4 or 57.14% were accomplished which is below the target due to unmet requirements.
- On Accreditation, 2 or 100% of the targeted DSWD-C/I's were assessed. Same with the LGU's 2 or 100% of the target were accomplished.
- On Centers Accredited, 63 out of 36 targeted DCC were accredited and 61 DCW out of 36 targeted were also accomplished.

- On the other hand, 15 Regional Solicitation Permits were issued for this quarter, 3 Fund Drives Authorized, 61 ECCD Service Providers, 6 Social Workers Handling court Related Cases and 3 Marriage Counselors were accredited.

MFO III. Support, Services and Technical Assistance to Intermediaries

To ensure that the different SWD programs and services are effectively and efficiently implemented by the intermediaries, the Region, through its Units regularly and continuously conducting activities that will provide opportunity to enhance the capacities and knowledge of our intermediaries as well as resource augmentation.

Moreover, this serves as a venue in addressing the issues and concerns raised by our partner agencies and providing necessary recommendations thereof as well as to strengthen the delivery of services to beneficiaries.

1. Trainings/Orientation/Seminars/Meeting for Intermediaries

For this quarter, the Institutional Development Unit conducted the following trainings/orientations/seminars/meetings for intermediaries:

Name of Orientation/Training	LGU	NGOs	POs	NGAs	Organic Staff	Agreements Reached
Policy and Development						
1. Orientation on Operational Guidelines of RA 9523 or "AN ACT REQUIRING CERTIFICATION OF THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT (DSWD) TO DECLARE A "CHILD LEGALLY AVAILABLE FOR ADOPTION" AS A PREREQUISITE FOR ADOPTION PROCEEDINGS"	26	25	--	--	25	<ul style="list-style-type: none"> • The operational guidelines will be used to intensify the advocacy on handling adoption cases.
2. Orientation on the Guidelines on Program Supervision Model	17	4	--	--	21	<ul style="list-style-type: none"> • The Program Supervision Model will be used in monitoring the cases managed by LGUs and NGOs as well as internal staff. • Technical person from the Core Group of Specialist will monitor and provide technical assistance to LGUs, NGOs and C/Is.
3. Consultation on Guidelines on LGU Social Welfare and Development Service Delivery System	19	3	--	2	12	<ul style="list-style-type: none"> • The draft guidelines was commented and enhanced based on the inputs provided and was submitted to Central

Name of Orientation/Training	LGU	NGOs	POs	NGAs	Organic Staff	Agreements Reached
						Office-Standards Bureau for further review and possible approval.
Direct Service Delivery/Transfer of Technology						
4. Training of DSWD Houseparents on Caregiving (2 Batches)					70	<ul style="list-style-type: none"> Houseparents were trained and enhanced their skills in providing care giving to the clients.
5. Training of Social Workers in Managing Rescued Clients	--	--	--	--	26	<ul style="list-style-type: none"> Equipped, educate and train the organic staff to articulate different laws on children and women as well as the role of Social Workers in handling rescued clients.
6. Training of Implementers on the use of Social Welfare Indicator as Tool in Case Management	--	--	--	--	46	<ul style="list-style-type: none"> Discussed how to administer SWI tool to determine the level of well being of PantawidPamilya Beneficiaries as part of Case Management.
7. Training Designers' Course	--	--	--	--	38	<ul style="list-style-type: none"> Provide technical assistance to participants on how to prepare the training design which is responsive to training needs of staff.
8. Training of Social Workers Handling CICL Cases	26	--	--	--	13	<ul style="list-style-type: none"> Institutionalization on the implementation of the tool on discernment.
9. Training on Parent Effectiveness Seminar for NGOs	11	22	--	--	--	<ul style="list-style-type: none"> Capacitated LGUs in the conduct of Social Preparation to Bajau families for relocation.
Organizational Development						
1. Roll-Out of Basic Orientation of PantawidPamilya to Health Center Physicians	29	--	--	--	5	<ul style="list-style-type: none"> Capacitated health partners in the community especially on the conditionalities that the beneficiaries should pursue and complied.
Advocacy in Behalf of Vulnerable Sector						
1. Livelihood Project re: Comprehensive Program for Street Children, Street Families and Indigenous People especially the Badjaus	5	--	--	--	6	<ul style="list-style-type: none"> Discussed the partnership on programs for street children/families and bajaus
2. Camping Project for Street Children	48	--	18	41	--	<ul style="list-style-type: none"> The project served as venue for street children to share their experiences and learned value formation.

Name of Orientation/Training	LGU	NGOs	POs	NGAs	Organic Staff	Agreements Reached
Networking and Partnership						
1. Bayanihang Bayan Program	--	--	12	--	--	<ul style="list-style-type: none"> Continuous involvement of partners in other voluntary activities of the Field Office.
2. Student Training Program	--	--	33	--	--	<ul style="list-style-type: none"> Placement of Student Trainees in various DSWD-NCR Centers/Institutions/Units
3. Social Welfare and Development Learning Network Meeting	--	7	--	--	--	<ul style="list-style-type: none"> Organized and conduct capability building activities such as trainings/seminars/forums. Finalize the module on training re: Program Monitoring and Evaluation
4. ABSNET	--	123	--	--	--	<ul style="list-style-type: none"> Advocate the programs and services of different NGOs. Likewise, issues and concerns were discussed and provided recommendation for the compliance of SWDAs.
5. Consultation Dialogue on Engagement with partner Civil Society Organizations (CSOs) and Volunteer Groups	--	42	--	--	-	<ul style="list-style-type: none"> The activity served as a venue for the CSOs to discuss issues and concerns and provided recommendation on the implementation of their programs, activities and projects with their involvement.
6. Consultation Dialogue with C/MSWDOs	35					<ul style="list-style-type: none"> Issues and concern were discussed and provided recommendation for the programs, activities and projects implemented to LGUs.
7. Meeting with Social Workers Handling TIP Cases					16	<ul style="list-style-type: none"> Discussed concerns and provided recommendation on the augmentation during rescue operation of trafficked cases.
8. One-Day Seminar on Adoption Telling		40	10			<ul style="list-style-type: none"> Intensified advocacy on handling adoption cases.

A total of twenty-one (21) trainings or 105% were conducted as against the target of twenty (20) trainings. A total of 877 participants were trained, out of the total participants 35% or 303 are from other Government Agency, 266 or 30% from Non Government Offices, while 27% or 235 are from Local Government Units and lastly 73 or 8% are from Peoples Organization. The training focused on capability

building of partner agencies based on their training needs inventory and updates on the new programs and projects of the Department.

1. Livelihood (SEA-K)

Organized SEA-K Level 1

Target for 4 th Quarter	Accomplishment
31 SKAs- 725 PantawidPamilya Beneficiaries	<ul style="list-style-type: none"> • Manila - 9 SKAs (155 Families) • Caloocan 5 SKAs (103 Families) • Quezon City - 2 SKAs and 1 SKG (11 families) • Taguig - 5 SKAs and 2 SKGs (120 families) • Pasay - 3 SKAs (60 Families) • Pasig - 8 SKAs and 6 SKGs (227 families) • Las Pinas - 2 SKAs (30 families) • Marikina - 1 SKAs and 3 SKGs (45 families) • Valenzuela - 1 SKAs (15 families)
	<ul style="list-style-type: none"> • Total - 48 SKAs/SKGs and 1 SKI-807 beneficiaries • Pantawid-38 SKAs/SKGs -645 benef. • Non-pantawid-10 SKAs/SKG and 1 SKI with1626 beneficiaries

- For the 4th quarter of 2011, the Region was able to organized 48 SKAs/SKGs and 1 SKI which is 117% accomplishment as against the set target of 31 SKAs. Out of the said organized SKAs, SKGs and SKI a total of 807 beneficiaries from 9 LGUs provided capital assistance in the amount of Php5, 321,600.00.
- In Pantawid areas, a total of 38 or 122% SKAs/SKGs were organized with 645 beneficiaries received the total amount of Php4,286,000.00 capital assistance while on the non-pantawid areas, ten (10) SKAs/SKGs and 1 SKI were organized with 162 beneficiaries received a total amount of Php5,321,600.00 of capital assistance.
- Organized SKAs/SKGs/SKIs are from eight (9) LGUs, breakdown as follows:

LGU	Type of Project				Total beneficiaries served	PantawidPamilya		Non-PantawidPamilya		Total Capital Assistance Provided
	SKI	SKG	SKA	Total		No. of beneficiaries	Amount received	No. of beneficiaries	Amount received	
Manila	--	--	9	9	155	155	966,000.00	--	--	1,724,000.00
Las Pinas	--	--	2	2	30	--	--	30	148,500.00	148,500.00
Pasay	--	--	3	3	60	60	488,000.00	--	--	488,000.00
Pasig	--	6	8	14	227	185	1,086,000.00	42	375,000.00	1,461,500.00
Quezon City	--	1	2	3	51	40	210,000.00	11	51,600.00	261,600.00
Taguig	--	2	5	7	120	120	791,000.00	--	--	791,000.00
Valenzuela	--	--	1	15	--	--	--	15	131,000.00	131,000.00
Caloocan	1	--	5	6	104	85	745,000.00	19	104,000.00	849,000.00

Based on the Regional Implementation Review (PIR) of Livelihood Unit conducted last March 14-18,2011, the Region came up with Sustainable Livelihood Action Plan for Convergence Area on Set 1 which includes 7 LGUs and 33 Barangays. Below is the approved target vis a vis accomplishment.

Month	Target			Accomplishment		
	No. of SKAs	No. of Beneficiaries	Recommended Amount of Capital Assistance	No. of SKAs	No. of Beneficiaries	Total Capital Assistance Provided
May	5	75	750,000.00	5	75	559,000.00
June	9	245	2,450,000.00	13	250	1,964,500.00
July	18	410	4,100,000.00	23	395	2,254,500.00
August	14	340	3,400,000.00	15	320	2,153,000.00
September	30	695	6,950,000.00	32	557	3,112,500.00
Sub-Total	76	1,765	17,650,000.00	88	1,597	10,043,500.00
October	16	350	3,500,000.00	9	165	1,183,000.00
November	15	375	3,750,000.00	21	340	2,140,000.00
December	0	--	--	8	140	963,000.00
Total	107	2,490	24,900,000.00	126	2,242	14,329,500.00

The data above shows that the Region has accomplished 115% as against its target SKAs to be organized with a total amount of Php10,043,500.00 provided to beneficiaries. This accomplishment can be attributed to the commitment of the implementers, cooperation of the beneficiaries and availability of funds.

■ Total Program Reached Out (1994-Present)

LGU	Served				Total Family Beneficiaries Served	Total Capital Assistance Provided
	SKAs	SKGs	SKIs	Total Served		
17	811	--	--	811	20,176	93,573,605.23
	--	140	--	140	1,912	8,702,467.80
	--	--	154	154	154	696,050.00
Total	811	140	154	1,105	22,242	102,972,123.03

- From 1994 to present, a total of 1,105 SEA-K associations, were organized and provided capital assistance benefitting to 22,242 families amounting to Php 102,972,123.03
- Out of the 1,105 organized, a total of 1,040 were DSWD funded amounting to Php98,183,973.03 breakdown as follows:
 - - SKAs - 783
 - - SKGs - 119
 - - SKIs - 133
- While the remaining 65 were funded by other fund source which amounts to Php. 4,788,150.00
 - - SKAs - 23
 - - SKGs - 21
 - - SKIs - 21

■ Status of Operation

Total no. of SKAs/SKGs/SKIs	Total no. of Active Cases	Total no. of Inactive Cases
1040	385	655

- Out of the 1040 organized SEA-K Projects a total of 385 or 37% SKAs/SKGs/SKI are active while the remaining 655 or 63% SKAs/SKGs/SKI were inactive due to the following reasons:
 - Ten (10) SKAs with family beneficiaries from Valenzuela, Makati and Taguig were affected by the relocation/transfer of communities due to expansion improvement of the North and South Railroad.
 - Inadequate provision of LGU counterpart in the social aspect of the SEA-K Association/Members specifically on the social preparation process such as values formation, self-awareness, leadership training and other related activities to enhance cohesiveness of the association.
 - One hundred thirty-nine (139) SKAs were organized and funded under General Agreement on Tariff and Trade (GATT) and Lingap Para saMahihirap (LPM) could no longer be found due to transfer of residence.
 - Five hundred six (506) were no longer operational as the capital assistance provided was used for the basic needs of the family.
- From the 655 inactive cases, 447 SKAs are for closure while the 208 SKAs are for rehab. Further, 208 SKAs for rehab are willing to be reactivated and at the same time the SKAs with arrears have agreed to pay their overdue accounts.

■ **Rollback Repayment**

Capital Assistance Provided	Amount Due as of March 2011	Amount Paid as of June 2011	Arrears	Repayment Rate Target	Actual Repayment Rate
98,183,973.03	80,854,648,36	59,148,715.13	21,705,932.90	80%	73%

- As of this quarter, the rollback repayment rate reached 73% vis a vis 80% target collection. Listed below the following action plans to achieve the 80% monthly rollback collection.
- Meet with local counterparts so as to discuss the status of SEA-K associations and come up with a collaborative plan to improve the collection of rollback.
- For PDOs together with local counterparts to assess and validate the old inactive cases and provide recommendation.

SEA-K Level II (Kabayan)

Target	Accomplishment
1 SEA Kabayan	Conducted SEA Kabayan Training for 103 family beneficiaries

The Region together with Caloocan City Social Welfare Office conducted a four-day mandatory SEA Kabayan training to 103 beneficiaries. As of this time, the beneficiaries are preparing the supporting documents to be submitted to LGU and the Region will validate and assess for approval.

■ **Total Program Reached Out (2002-Present)**

LGU	No. of Kabayans	No. of Family Beneficiaries Served	Total Capital Assistance Provided
Caloocan	10	717	14,922,300.00
Mandaluyong	1	30	377,600.00
Pasig	1	30	310,000.00
Quezon City	1	30	276,000.00
Valenzuela	2	86	2,072,000.00
Total	15	893	17,958,400.00

■ **Rollback Repayment**

No. of SEA Caseload Inventory	No. of Beneficiaries	Amount of Capital Assistance	Amount Due	Amount Paid	Target on RR	Actual RR
13 SEA Kabayan	790	14,623,400.00	4,434,053.33	3,770,414.33	80%	85%

- A rollback rate of 85% was reached under SEA-K Level II against 80% regional target; this was attributed to the active participation of SEA-K members who were able to pay their obligation on time and support from LGU workers in the implementation of the program.

Disaster Relief Augmentation

The Disaster Response Unit of the Region has responds timely and continuously provides augmentation to intermediaries during disaster occurrences:

4 th Quarter	# of Fire Incidents/ Other Disaster occurrence	Affected families/Individuals	Injured / casualty	# of Damaged Structures (Residential/Commercial)	Augmentation Support to LGUs	Augmentation Support thru Legislators	Augmentation Support to NGOs
	17 fire occurrences	2,303 families / 9,507 individuals	1/1	--	1,386,260.00	1,636,650.00	13,000.00
	1 tropical Storm	17,297 families / 76,561 individuals	--	--			

- The data above shows that there were eighteen (18) disaster occurrences occurred during the fourth quarter of the year which affected the 19,600 Families /86,068 Individuals which leave one (1) injured and one (1) casualty from different cities such as Parañaque, Pateros, Navotas, Marikina, Mandaluyong, Manila, Pasig, Pasay, Caloocan, Malabon and Quezon City..
- Family Packs of assorted foodstuff and blankets were provided to the victims of disaster amounting to Php3, 035,910.00. Augmentation support was provided by the Region thru Legislators, the Local Government Units, City/Municipal Social Welfare Offices and Non-Government Organizations.

Priority Development Assistance Fund (PDAF)

a. Fund Transfer/Releases:

For the fourth quarter, a total of Php31, 072,519.96 was sub-allotted to the Field Office. Out of this amount, Php3, 940,498.66 or 12.6% utilized in the identified centers and institutions at the National Capital Region, Php2, 000,000.00 or 6.4% transferred to NGO for the project "Capacity Building on Psycho-Social Help in Times of Disaster for Community-Based Women's Programs in Selected Vulnerable Urban Poor areas in Metro Manila, Php2, 000,000.00 or 6.4% utilized to procure rice for indigents, Php100,000.00 or 0.32% purchased school supplies for the children of indigent families, Php19,930,299.00 or 64.1% lodged for utilization at the Crisis Intervention Unit, Php250, 000.00 or 0.80% transferred to Dr. Jose N. Rodriguez Memorial Medical Center, Php112, 750.00 or 0.36% is utilized in the relief operations in Marikina City, Php455, 000.00 or 1.4% transferred to Local Government Units for Supplemental Feeding, Php2, 273,972.30 or 7.3% of the sub-allotted funds is not yet supported with documents for utilization.

For **fund transfer**, the Region has received Php11, 000,000.00 directly from the Department of Budget and Management (DBM). Out of the said amount Ten Million (Php10,000,000.00) is awaiting for the submission of project proposal from NGOs to obligate the funds while the one Million is intended for the implementation of Educational Assistance of one legislator.

b. Project Proposals Reviewed and Assessed

For this quarter, the Region thru PDAF Unit reviewed and assessed a total of seventy one (71) project proposals in support for the utilization of PDAF amounting to Php 106,020,739.19.

c. Strengthening partnership with partners

The Region is continuously providing technical assistance to intermediaries, NGOs, POs, LGUs, Offices of Legislator-Congressional District Representative, Party-List Representative and Senators with fund allocation on social welfare programs and services for implementation in the region along with enforcement of guidelines.

Special Projects

Health and Nutrition

a. Feeding Program under Kabisig ng Kalahi

- As of the reporting period, a total of 1,620 community-based malnourished children from three (3) LGUs namely Manila, Pateros, Pasay and Muntinlupa City with 54 modules benefited the project. Funding of the project came from the different sponsors such as, Unilever, Rotary Club of Makati-Salcedo, Rotary Club of Makati-Dasmarinas, Mead Johnson, Project Phoenix-Accenture,PNRCMuntinlupa City and Cong. Roman T. Romulo of Pasig City.

❖ Impact of the Implementation :

- Parents learned the importance of responsible parenthood thru the Parent Effectiveness Seminar and Values Formation Sessions. Likewise, they have gained knowledge in preparing affordable and nutritious food for their children.
- An improved nutritional food intake of the children which contributes to the development of their health status.
- Strengthened partnership with NGOs and private sectors in implementing the program.

D. DIRECT SERVICES TO COMMUNITY-BASED CLIENTS

Adoption Resource and Referral Unit

For this quarter, the region thru Adoption Resource and Referral Unit (ARRU) served a total of 376 cases of which 20 or 5.32% are new cases and 356 or 94.68% are carry-over cases. Of these, 12 were assessed and

endorsed to ICAB, 34 were issued certification declaring the child to be legally available for adoption, 3 were issued an adoption decree, 66 were provided concrete information on adoption/ foster care program/ pre-adoption counseling and 169 children were placed thru alternative parental care while the remaining 92 are still for assessment and recommendation.

Furthermore, Aruga at Kalingasamga Bata sa Barangay is continuously implemented in which 5 children were provided foster care with subsidy to 5 foster families, while there are 49 children also provided foster care to 48 foster families without subsidy.

Minors Traveling Abroad

For the 4th quarter of 2011, Travel Clearance Unit (TCU) has served a total of 2, 212 clients applying for travel clearance permit wherein 1,107 or 50.01% are male and 1,105 or 49.9% are female. The three (3) most common reasons for travel are vacation/ tourist, visiting parents/ relatives and send as delegates from their respective schools or agency here in the Philippines and the top three (3) country destinations are Singapore, Hongkong, China and USA. A Total amount of Six Hundred and Seventy-Five Thousand Pesos (Php 675,000.00) was raised for this quarter.

Social Pension

For the reporting period, the Field Office (FO) served a total of 2, 329 or 87.66% indigent senior citizen as against the target of 2, 657 verified Older Persons. The remaining 328 or 12.34% were not able to claim their grants due to sickness, went to province and were not informed by their local OSCA and/or CSWDO. However, release of grants for the remaining 328 OPs was scheduled on January 3 to January 12, 2012 including the third and fourth quarter grants for 10 LGUs namely: Pasay, Las Piñas, Pasig, Parañaque, Muntinlupa, Malabon, Valenzuela, Pateros, Taguig and Navotas.

To date, a total of Php 3,488,000.00 or 87.52% were utilized against the Php P3, 985,500 budget allocations for the 2nd quarter implementation.

Supplementary Feeding Program for Day Care Children

A total of 131,702 or 90.0% day care children out of the 143,002 targeted children were served for the Supplementary Feeding Program.

Of the 17 LGUs, 15 LGUs or 88% vis-à-vis target LGUs have conducted actual feeding while two (2) or 11% LGUs namely Taguig and Navotas have not yet implemented the program as bidding process is still on-going. Hence, commencement of feeding program in Taguig and Navotas will be on the 3rd week of January and end of January 2012 respectively.

To date, a total of P 169, 068, 778.80 or 82.76% of the allocated budget for the regular SFP were utilized as against the total allocated amount of P 204, 270, 178.80.

Convergence Strategy Implementation

For the 4th quarter of 2011, the region carry-out the planned activities for the said project. Among these activities are: Administration of the SWI for the Set 1 beneficiaries of the Pantawid Pamilyang Pilipino Program was completed on October 28, 2011 on which a total of 10, 623 or 76.70% as against the household target of 13, 845 were assessed. Wherein 4, 479 households were assessed to be in the Survival Level, Launching of the Convergence Caravan in Marikina on October 20, 2011 and in Quezon City on December 16, 2011 wherein the beneficiaries of the PantawidPamilya were given proper venue to share their success stories.

To date, a total of Php 3, 534,317.18 or 74.72% were utilized against the Php 4, 730, 032.00 total budget allocation for the project.

E. Direct Services to Center-Based Clients

Jose Fabella Center (JFC)

Jose Fabella Center has served 4,211 clients for this quarter or 88% of the annual target which is 4,800 clients. Among these clients served, 26% or 1,086 were new cases for the 4th quarter. Disaggregated by their sector, there are 484 adults, 502 children, 59 PWDs and 41 Older Persons. Further, among these 1,086clients, 647 are vagrants, 235 are mendicants and 204 are transients. For the 4th quarter, the Center served also 280 carry-over cases. From the total cases served for the quarter, 79% or a total of 1,082 clients were discharged with the following breakdown: reintegration with their families /relatives got the highest share of 924 clients, followed by leave without permission (121), transferred to other institution (31), and mortality (6).

Among the highlights of accomplishment of JFC for the 4th quarter are the following:

- Conducted continuous coordination with the Medical Social Services (MSS) of the Rizal Medical Center and Mandaluyong City Medical Center for medical checkups, X-ray and other laboratory tests for the clients free of charge. There are a total of 14 clients that were provided free service for laboratory work-ups and medical checkups.
- Conducted capacity building sessions to minor clients such as Talakayan wherein most of the discussion focuses on the behavioral improvement and positive attitude especially in interacting with other clients and staff.
- A total of seventy-seven (77) clients including minors, mentally challenged, persons with improved mental illness, elderly and youth were engaged in productivity services such as origami, paper recycling, sewing, pillow making and short pants making project. Clients were able to produce a total of 67 short pants and 30 pieces of pillow case for client's use. A total of eleven (11) male able clients join in the gardening as part of the Bakay Kubo projects wherein they were able to recycle/ reused cans and bottles for planting seeds such as patani, malunggay, sigarillas etc. while six (6) clients already graduated in the 5-days Basic Baking course of Tinapayng Bayan project of PAFMIL Training Center last October 7, 2011 wherein they were able to prepare 5,000 pieces of bread for the victims of Typhoon Pedring sponsored by PAFMIL.

Reception and Study Center for Children (RSCC)

RSCC has served 108 clients as of this quarter equivalent to 88% of its annual target which is 123. For the quarter alone, the Center served 65 clients. Among these clients, 9 are new cases (14%) while 56 are carry-over cases (86%). New cases include those who were neglected (7), abandoned (1), and sexually-

abused (1). Out of the clients served for the quarter, 16 clients (4 new and 12 carry-over cases) were discharged wherein ten (10) were reintegrated with their families / relatives, five (5) were placed for foster care and one (1) was transferred to other institution.

Among the highlights of accomplishment of RSCC for the 4th quarter are the following:

- Two (2) children were now taught basic English lessons in preparation for possible inter-country placement.
- Three (3) students with good school performance from BahayBulilit Day Care Center were mainstreamed to Sto. Cristo Elementary School as Grade 1 pupils.
- Coordinated with National Orthopedic Hospital for the continuous re-casting of two (2) children born with congenital club foot as corrective measures.
- Eight (8) children from the Pink House are undergoing toilet training wherein three (3) of them are now fully trained that helps lessen consumption of diapers.

Haven for Children (HC)

For CY 2011, Haven for Children was able to served 151 clients or 82% of its 185 annual target. For the quarter alone, 106 clients were served. Among these clients, 25% or 27 clients were newly admitted at the Center, all of them are categorized as street children. The remaining larger portion of 79 cases or 75% are carry-over cases. For this quarter also, there were 15 discharged cases. 10 clients were reintegrated to their families/relatives, three left without permission and two were transferred to another institution.

Among the highlights of accomplishment of HC for the 4th quarter are the following:

- Continuously conducting group and individual therapeutic sessions to all the children to help them overcome some unwanted behaviors such as tantrums and being quarrelsome to co-wards and to release/ventilate their thoughts and feelings. Through these sessions the children were encouraged and motivated to share their thoughts and feelings that bothers them and affects their relationship towards their peers. They were also taught on how to confront and handle their emotions to prevent misunderstanding and conflict among children in the center.
- Conducted a Boy Scouting Investiture inside the center on October 11, 2011 which was participated by sixty (60) boys. The said activity will enable the children to learn discipline and strengthen their nationality.
- Coordinated with the Department of Education-Muntinlupa Division and accessed twenty-three (23) children to take the Alternative Learning System (ALS) examination that could possibly accelerate the children to the next or highest educational level appropriate to their age. The said examination was held on October 23, 2011 at Pedro Diaz National High School and the center is still waiting for the result of the said examination.
- A total of fifty (50) children from Grade IV to Grade VI daily attended skills training on Ginger Tea Making and basic training on Shielded Metal Arc Welding (SMAW) under the supervision of the center's Manpower Development Officer (MDO). This skills training enable the children to acquire basic skills in arts and craftsmanship and also help them boost their self-confidence.

- Spearheaded the conduct of “Showtime sa Haven” on October 24, 2011 as part of the Children’s Month Celebration which was participated by all of the children in the center. This activity provided the children opportunity to showcase their talents and develop camaraderie among their co-children.

INA Healing Center (IHC)

Among the highlights of Accomplishment of IHC for the 4th quarter are the following:

- Fourteen (14) clients including two mentors were provided skills training in Fashion and Accessories Jewelry making such as bracelets, earrings etc. They were able to sell the said products during the DSWD-NCR Anniversary held on October 13 and 14, 2011 wherein they earned a total amount of Php 2,000.00. These mothers applied the knowledge and skills gained in making accessories and fashion jewelry and started to earn in their respective barangay using the starter kit provided by INA Healing Center. Seemingly, they enjoyed doing the said activity and they also involved their family members in the production as a result it served as income generating and bonding for the family.
- Twenty-one (21) bereaved mothers attended the Basic Business Management Training wherein the participants gained knowledge, right attitude and skills in handling a business. They were able to prepare project proposal although some of them had difficulty in making because having no idea in estimated expenses. They also learned the importance of being on focus and having planned in order to become a successful businesswoman.
- Eighteen (18) bereaved mothers participated and learned the basic in candle making. These mothers became aware that candle making is a good business but it needs a lot of patience since it took time to produce said products. They also had the opportunity of remembering their deceased children since they could use their finished products as their personal offering in visiting their deceased children at the cemetery.
- A total of fifty (50) bereaved mothers enjoyed the IHC foundation day celebration held on December 16, 2011. These mothers showed their talent in Talentadong Ina Competition, badminton competition, Parol making, enjoyed the parlor games and received prizes and gifts. Ten (10) clients brought their products for the Bazaar and the group of mothers from Payatas, Quezon City earned a total amount of Php2, 000.00 for their paper craft products.

Sanctuary Center (SC)

SC has served a total of 185 clients as of 3rd quarter of CY 2011 which is 103% of the 180 annual target. Out of these clients, 20 are new cases and 139 are carry-over cases for this quarter who are all categorized as improved mental patients. Among the person served for the quarter, 8 clients were discharged with the following breakdown: Five (5) clients were reunited with their families / relatives and three (3) were transferred to other institution. There were changes on the data for the 3rd quarter to reflect the actual admission during the said quarter.

Among the highlights of accomplishment of SC for the 4th quarter are the following:

- Continuous tapping and coordination with different agencies and organizations in which they were able to tapped the Soroptimist International- Mandaluyong Chapter who invited fifteen (15)

clients of the center to undergo breast and cervical examination on November 12, 2011 on their medical mission while the psychologist students of Rizal Technological University (RTU) were able to conducted lecture entitled "Lecture on Happiness" on October 21, 2011 to forty (40) clients in line with the Mental Health Week Celebration.

- Seven to fifteen (7-15) clients are daily involved in different skills training such as beads making, rug making, weeding, plowing and cultivating the soil for plants and vegetables under the supervision of the Manpower Development Officer (MDO) of the productivity service.
- Conducted a Masquerade ball as part of the post Halloween Celebration on November 3, 2011 which was participated by all One Hundred Forty Three (143) clients of the center. The activity aims to develop the camaraderie of the clients to one another.

Haven for Women (HW)

For CY 2011, 426 clients were served by the Center representing 170% of its 250 annual target. Out of the total number of person served, 141 clients were served for the 4th quarter wherein 59% or 183 clients are new cases while 41% or 58 clients are carry-over cases. Categories of clients for new cases are as follows: victims of prostitution (24), victims of illegal recruitment (11), women in emergency situation (9), victims of human trafficking (7), repatriates (5), sexually abused (1) and victims of domestic violence (1).

Among the highlights of accomplishment of HW for the 4thquarter are the following:

- A total of fourteen (14) clients were continuously engaged in productivity skills training such as sewing of curtain, bed sheets, pillow cases and rugs wherein three (3) clients are involved in a sub-contract job on sewing pillow cases while one (1) visually impaired client who was trained in body massage was able to earned P100.00 to 200.00 by providing massage services to the staff and visitors of the center.

National Vocational and Rehabilitation Center (NVRC)

NVRC has already served 111 clients or 127% of its annual target of 100 as of this quarter. For the quarter alone, the Center served 16 new clients. Categories of these clients were as follows: speech / hearing impaired (15) or orthopedically handicapped (1). For this quarter, there is three (3) client who graduated from Social Rehabilitation while there are 40 clients who actually graduated from the training in the Center.

Among the highlights of accomplishment NVRC for the 4th quarter are the following:

- A turn-over ceremony on the provision of 16 prosthetics legs to sixteen (16) qualified beneficiaries of the Rotary Club Metro Manila, Inc. was held on November 15, 2011.
- Conducted skills training on Basic Cosmetology to 28 community-based clients on November 14 to November 18, 2011 wherein there were given an opportunity to have another source of income.
- Conducted a Halloween Celebration on October 28, 2011 wherein all 113 clients of the center participated. The said activity enables the clients to strengthen their camaraderie with their co-clients while having fun.

Elsie Gaches Village (EGV)

For CY 2011, EGV has served 641 persons or more than 101% of its annual plan of 632. Among these clients served, there are 5 new cases served for the 4th quarter wherein four (4) clients are categorized as mentally-challenged while one (1) client has psychosis due to retardation. During the 4th quarter, there were clients (10) clients who were discharged from the Center through reintegration with their family (2), transferred to other institution (4), Leave without permission (1) and mortality (3).

Among the highlights of accomplishment of EGV for the 4th quarter are the following:

- A total of twenty-six (26) clients are continuously attending the Life Skills Training on Work Environment. The said training will last for 6 months which consists of discussions on personality developments and rights of children and workers, simulations and on the job training and was supported by the United Way Worldwide and Hershey's Philippines. The training was geared towards enhancement of the skills of clients in dealing with everyday living and of employment of clients in various modes.
- Forty-eight (48) upper trainable clients were engaged in intra-village assignment in which they were trained to developed awareness and skills on maintaining the cleanliness of the facilities and surroundings as well as to assist other clients of profound and prospective trainability in self-help skills like eating and dressing-up.
- A total of fifty-eight (58) upper and lower trainable clients are regularly attending and actively engaged in productivity skills activities such as cogon paper making , arts and crafts and gardening. These activities aim to develop their skills and interests in different activities while continuously improving their social behavior.

Marillac Hills (MH)

Marillac Hills has served 314 or 95% of its 330 annual target for CY 2011. For the quarter alone, the Center served 240 clients. Among these clients, the bigger portion of 80% or 192 clients accounted for carry-over case and the remaining portion of 20% or 48 clients are new cases. Victim of trafficking was the most prevalent among the new cases with 28 clients, followed by cases on Sexually Abused (14), children in conflict with the law (4) and, victims of cyber pornography (1) and client with behavioral problem (1). For this quarter, a total of 10 clients were discharged through reintegration to their families/relatives (22), transfer to another institution (12) and wage placement (1).

Among the high lights of accomplishment of Marillac Hills for the 4th quarter are the following:

- Continuous tapping and coordination with hospitals such as the St. Lukes Hospital in Global City, Taguig and Ayala Alabang Health Center wherein four (4) children were provided free psychiatric consultation with Dr. Monica Tan of St. Lukes Hospital and six (6) children were provided free vaccinations and medicines at Ayala Alabang Health Center.
- A total of Ninety-seven (97) clients were actively engaged in skills training such as basic computer with 36 clients, cosmetology with 32 clients and baking with 29 clients. These skills training were able to help the clients to gain knowledge, acquire skills and develop positive working attitude.

NayonngKabataan (NK)

As of this quarter, the Center was able to serve 274 clients or 101% of the annual target of 270. Among the persons served, 13% or 37 clients are newly-admitted for the quarter. Categories of cases for the quarter are neglected (27), physically-abused (4), victims of child labor (3), with behavioral problem (3) and child trafficking (1). For this quarter, a total of 54 clients were discharged from the Center (32 new cases and 22 carry over cases) through reintegration with their families (31), leave without permission (14), home wage placement (6), and transfer to other institution (3).

Among the highlights of accomplishment of NK for this 4th quarter are the following:

- Conducted personality development session to twelve (12) clients on October 11, 2011 as part of social preparation for their independent living upon their discharge in the center.
- A total of twelve (12) clients took the test for Alternative Learning System (ALS) for High School and Elementary equivalency examination and the center is currently awaiting for the results of the tests that will be released on March 2012.
- A total of forty-nine (49) children were provided an opportunity to watch football game at the Rizal Stadium on October 1 and October 8, 2011. Wherein they were able to see personally the players of AZKALS and other football players from Nepal. The said activity was able to provide enjoyment as well as inspiration to the children.
- Ten (10) clients were able to showcase their skills in cosmetology such as manicure and pedicure and hair cutting during the DSWD-NCR Anniversary on October 13 and 14, 2011 wherein they were able to served fifty (50) DSWD-NCR staff. The said activity provides opportunity for the clients to develop their skills on cosmetology.
- One (1) client undergoes apprenticeship in Reyes Haircutters in Sta. Mesa Branch wherein she already received an allowance which she uses for her uniform and transportation expenses. The said apprenticeship enables the client to develop her skills and can be a preparation for her independent living.
- For this quarter, the productivity served a total of eighty seven (87) NK residents and trained according to their chosen field like Dressmaking, Cosmetology, Food Trades and Sewing, Haircutting, Food Trades, Arts and crafts. Aside of the courses mentioned above, the productivity also conducted tutorial in English and Mathematics to enhance trainees' knowledge in reading and rhythmic for them to cope up lesson especially in theory.

Rehabilitation Sheltered Workshop (RSW)

For the 4th quarter of CY 2011, RSW has served 72 clients where 70 clients are old cases and there are only two (2) new cases. One of the new clients is hearing impaired while the other new client is orthopedically handicapped. To date, the Center has already served 103 clients or 69% of its 150 annual target. No case was discharged for the quarter.

Among the highlights of accomplishment of RSW for the 4th quarter are the following:

- Conducted a Year-end evaluation and thanksgiving activity which was participated by sixty-nine (69) clients with their children. Wherein the clients were very participative in all activities

conducted such s evaluation workshop and presentations of accomplishments. Food and raffle prizes were also provided to all the clients that served as token for their dedication and hard work at the center.

- Provided Food for Work/ Food for Training to forty-four (44) clients of PAL-earphone sanitizing project that lasted for 6 weeks (from October 17 to November 31, 2011) to respond to their present financial crisis brought by the decreasing volume of earphones for sanitation from PAL. Part of the food for work was done through cleaning of the RSW surroundings for two weeks, attendance to social rehabilitation sessions and personality development. Further, they were also trained on soap making, fabric conditioner and laundry powder. Likewise. basic business management training was conducted which could be helpful for them to have alternative ways of earning by engaging themselves to those activities.

F. INSTITUTIONAL STRENGTHENING

It is worthy to note that the Region has conducted seven (7) trainings for internal staff for the 4th quarter. This can be attributed to the availability of Resource Persons and AFI Funds and cooperation of internal staffs. The said trainings were conducted based on the identified Training Needs Inventory and have trained 269 internal staff. This as follows:

- Training of Social Workers handling TIP cases
- Training of Implementers on the Use of SWI Tool in Case Management
- Training of DSWD-NCR Houseparents on Caregiving
- Training of Social Workers in Managing Rescued Clients
- Training of Social Workers in handling CICL Cases
- Training Designers’ Course
- Action Planning Workshop for Year 2012 cum Teambuilding

Further, as of 4th quarter of 2011, a total of 718 or 79.60% vis a vis 902 organic staff achieved a minimum of 24 hours training required per year per Civil Service Rule.

Organizational Meetings

Organizational Meeting	Frequency of the Meeting	Number of Meetings Conducted/Highlights of the Meeting
Regional Management Development Committee (RMDC)	Monthly	Three (3) meetings were conducted in the reporting period; issues and concerns of Centers/Institutions/Divisions were discussed as well as it served as a venue to discuss the new programs and services of the Region particularly the big tickets.
Management Committee Meeting (ManCom)	Monthly	Three (3) meeting was conducted during the reporting period, focused of discussions are on the developments of the programs/activities/projects of the Region and Issues and Concerns Concerning the Internal Management of the Department.

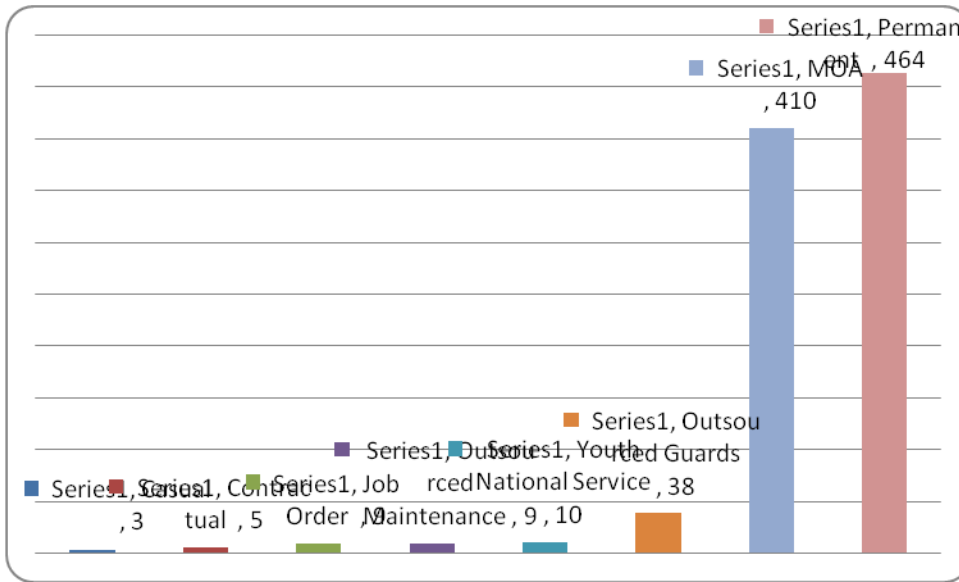
Organizational Meeting	Frequency of the Meeting	Number of Meetings Conducted/Highlights of the Meeting
Regional General Assembly (RGA)	Quarterly	One (1) meeting held last November 9, 2011, wherein the following issues and concerns were discussed: <ul style="list-style-type: none"> - Clothing Allowance for CY 2011 - DSWD Housing Projects - SWEAP Concerns - Foundation Day - Delayed TEV for MOA Workers - Status of Magna Carta for Health and Social Workers - Status of Health card fund - Advance release of MOA workers slary before holidays - Status of Casual and Contractual appointments
Regional Technical Support Group	As need Arises	Conducted one (1) meeting on November 24, 2011 and the following issues and concerns were discussed: <ul style="list-style-type: none"> a. Updates on Regional PC compliance as of 3rd quarter b. Coach Monitoring per Cluster c. Schedule of PC assessment of C/Is

Regional Committee Meetings

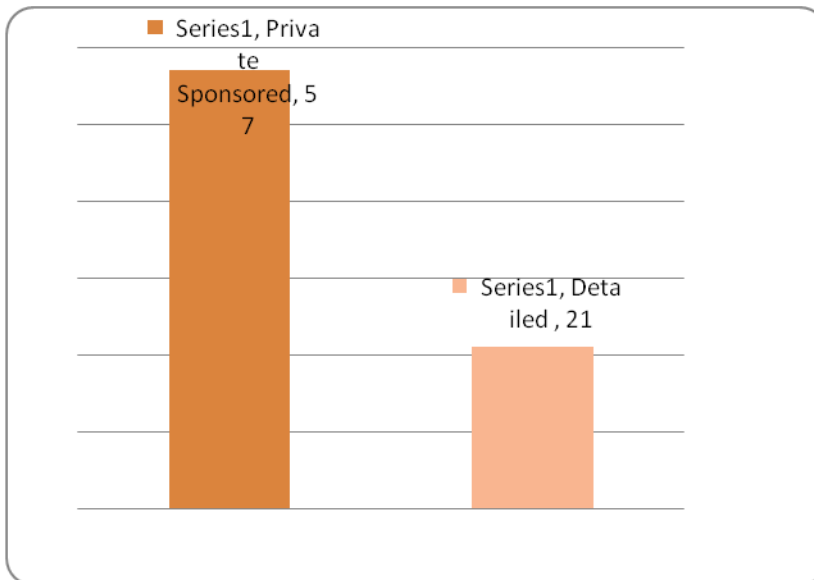
Committee Meeting	Frequency of Meetings	Accomplishments
Promotion and Selection Board	As need Arises	Conducted eight (8) meetings and interview forty (40) applicants and deliberated different positions for regular and MOA vacant positions.

Staff Complement:

For the reporting period, the Region has a total number of 1,016 staff wherein 458 or 45% holding a regular position detailed in different C/I/Us followed by 427 or 39.9% are MOA 38 or 3.7% are purchase services (janitors and security guards), 10 or 0.98% from NYSSR, 9 or .89% are Job Order, 9 or .88% are outsourced maintenance, 0.49% or 5 for Contractual and 0.3% or 3 are on a Casual status.



With a need to augment the manpower of the Region, a total of seventy-eight (78) staff was also detailed at the Region. Cost of Service of these employees was being funded by private sponsors and agency for detailed teachers from Department of Education.



Meantime, to complete the staff requirement of the Region, a total of sixty (60) vacant positions still to be filled up: thirty-eight (38) regular positions, twenty one (21) MOA and one (1) contractual.

Character Building Program for Employees

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

- October - Patience vs. Restlessness

- November - Justice vs. Corruption
- December - Generosity vs. Stinginess

Wellness Program

As declared by the Department of Health that the month of July is Nutrition Month, the Region conducted lecture on *“Taking Care of Skins”* which educated the thirty (30) staff, 3 males and 27 females. Dra. Josefina Olalde discussed the types, causes, treatment and prevention of different skin diseases. Pamphlet on Attention Deficit Hyperactivity Disorder was distributed to all centers/institutions/units as part of information dissemination and awareness.

In celebration of the 33rd anniversary, the Region celebrated the activity thru awarding the best performing staff and Talentadongempleyado. The activity is successfully conducted this can be attributed to the concerted efforts of all centers/institutions and units.

On Career Development and Management

The Region has recommended three (3) staff for Bacalaureate Degree under Local Study Grant-Completion of Education for Non-Scholar for deliberation of the Central Office Personnel Development Committee and one (1) staff was selected at the National/Agency level for the Masters Degree in Human Resource Planning and Development in India for CY2012 awaiting for the approval and acceptance from the International Technical and Economic Cooperation (ITEC) Indian Government.

5S Implementation

The different centers/institutions/divisions/ units have been actively implementing 5S thru the following efforts:

- Segregation of garbage from biodegradable and non-biodegradable for C/Is
- Disposal and recordings of old records
- Maintenance of cleanliness of all facilities and surroundings
- Proper filing and labeling of documents for easy retrieval

Resource Generation

Memorandum of Agreement with Hospitals, Funeral Parlors and Shipping Lines

The region intensifying its resource generation efforts was able to avail discounts in monetized amount of **Php861,257.50** from hospitals, funeral parlors and shipping lines where DSWD has Memorandum of Agreement (MOA) withbenefiting **949** clients of Crisis Intervention Unit, Special Project Unit, Jose Fabella Center, Elsie Gaches Village and Sanctuary Center.

Names of Hospital/ Funeral Parlors/ Shipping Lines	Services Aailed	Number of Persons Served	Amount of Discount/s Granted
<i>Hospital</i> - San Lazaro Hospital	- Discount on anti-rabies	25	Php 17, 000.00

Names of Hospital/ Funeral Parlors/ Shipping Lines	Services Aailed	Number of Persons Served	Amount of Discount/s Granted
- Quirino Memorial Medical Center	vaccination - Discount on laboratory/ hospital bill	5	Php 8, 956.50
- Tondo Medical Center	- Discount on laboratory/ hospital bill	16	Php 8, 758.00
- Mandaluyong City Medical Center	- Laboratory discounts/ X-ray/ medicines/ hospital bill free of charge	10	Php 6, 200.00
- Welfareville Health center	- Sputum test/ medicines and immunization	4	Php 1, 700.00
- San Lazaro Hospital	- Hospitalization/ hospital bill/ medicines and laboratories	13	Php 10, 643.00
- National Center for Mental Health	- Psychiatric check-up	28	Php 9, 900.00
- East Avenue Medical Center	- Hospital bill/ medicines/lab tests - Discount on Laboratory/Hospital Bill	15	Php 13, 100.00
- Jose Reyes Memorial Medical Center	- Check-up/Discount on Laboratory/Hospital Bills	39	Php 27, 000.00
- Philippine Children Medical Center		68	Php 70, 000.00
<i>Funeral Parlors</i>			
- Ilagan Funeral Homes	- Discount on funeral bill	72	Php 55, 000.00
- Tajuna Funeral Service	- Discount on funeral bill	67	Php 65, 000.00
- Rizal Funeral Homes	- Discount on funeral bill	35	Php 35, 000.00
- Other Funeral Homes like Sabino Funeral Homes, De Los Reyes Funeral Homes, etc.	-Discount on funeral bill	218	Php 215, 000.00
<i>Bus Company</i>			
- Silvestar Bus Lines	20% discount from the total fare	147	Php 122, 000.00
- Baliwag Bus Lines		85	Php 89, 000.00
- Tawtras Co.		132	Php 107, 000.00

Names of Hospital/ Funeral Parlors/ Shipping Lines	Services Aailed	Number of Persons Served	Amount of Discount/s Granted
<i>Total</i>		949	Php 861,257.50

Social Marketing

For the 4th Quarter, the region was able to conduct the following activities/strategies along social marketing:

- The following are the stories uploaded in the regional website which docused on the promotion of Pantawid Pamilyang Pilipino Program, Comprehensive Program for Street Children, Programs for Children and services for trafficked persons. These are the following:

October:

- DSWD named Venus Raj ambassadress of children’s rights and welfare
- DSWD-NCR honor its Senior Citizen Employees
- DSWD-NCR celebrates 33rd Foundation Day
- NCR celebrates Childrens’ Month

November:

- DSWD-NCR launches sharing of NHTS-PR database
- DSWD feeds more than 100,000 Metro Manila Day Care Children
- DSWD-NCR, All set to register additional beneficiaries of Pantawid Pamilyang Pilipino Program
- “PaskongBatangPinoy” Project for Metro Street Children
- Mexican First Lady Visits NayonngKabataan
- DSWD inks MOA with Manila LGU for livelihood Projects

December:

- 56 NGOs hold Quezon City Info Caravan
- DSWD, Philippine Good Works award livelihood assistance
- DSWD provides 106 street families P1M livelihood capital
- PaskongBatangPinoy Grand Christmas Celebration
- PNoy leads Grand Christmas Party for street children, Indigenous People (IPs) in Metro Manila
- DSWD-NCR male employees blow whistle on VAW

Furthermore the Region was able to arrange a total of nine (9) televisions, nine (9) radio interviews and facilitated/monitored the publication of nine (9) press releases.

On IEC production, the Region facilitated the production of IEC materials for Pantawid Pamilyang Pilipino Program, Comprehensive Program for Street Children and Convergence Strategy.

Meanwhile, FO C/I/Us continuously conducting orientations of programs and services of their respective C/Is to students, volunteers and other stakeholders as part of the social marketing.

Management Information System

For the 4th quarter, the Regional Management Information Unit of the region has effectively provided the ICT services needed by the region as follows:

- Repair of PC includes diagnosing the parts and peripherals whether it is repairable or for replacement.
- Installation of software such as operating systems, productivity tools, printer software, anti-virus and network software.
- Attended printer problem for the reason of paper jam, printer mechanism error, printer head idle, bios reset, continues ink system maintenance and minor cleaning.
- Provided technical assistance on ICT services.
- Maintenance of networks wherein problems on connection, network printing and file sharing were attended to.
- Updating of anti-virus and scanning of computer to prevent from harmful software is also facilitated.
- The Region has conducted monitoring compliance of staff to ICT policies particularly the use of internet facility and setting-up of DSWD desktop image through spot checking.