



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT  
FIELD OFFICE - NATIONAL CAPITAL REGION

# STATISTICAL DIGEST

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# OUR MISSION

To lead in the formulation, implementation and coordination of social welfare and development policies and programs for and with the poor, vulnerable and disadvantage.



# OUR VISION

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by fair, just and peaceful society.



# OUR CORE VALUES

Maaagap at Mapagkalingan serbisyo  
Serbisyong Walang Puwang sa Katiwalian  
Patas na Pagtrato sa Komunidad



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# WHAT IS STATISTICAL DIGEST

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The Statistical Digest is a semi-annual publication issued by DSWD-NCR to provide updates on the status of the Department's Programs/Activities/Projects (P/A/Ps) along major performances. It provides a quick reference on the program status of implementation based on the targets set for the year. It aims to aid the Field Office's Divisions/Centers/Residential Care Facilities/Sections/Units (D/C/RCF/S/Us) and the Management in monitoring the program implementation specifically in terms of physical and financial accomplishment for the year.

Data from the Statistical Digest are generated from the Harmonized Planning, Monitoring and Evaluation System (HPMES) Quarterly Accomplishment Reports (HPMES Form 4-4A-4B) submitted by the D/C/RCF/S/Us.

The publication covers the following statistical accomplishment along:

## **Organizational Outcome 1 - Well-being of Poor Families Improved**

Provides data on the reduction of vulnerabilities of target population which essentially contributes to the socio-economic agenda of the government - investment in human capital development and improving social protection programs. This covers Promotive Programs of the Department which includes: Pantawid Pamilyang Pilipino Program (4Ps) and Sustainable Livelihood Program (SLP);

## **Organizational Outcome 2 - Rights of the Poor and Vulnerable Sectors Promoted and Protected**

Provides data on vulnerable individuals and groups, namely, the children, youth, women, persons with disability, senior citizens, solo parents and indigenous people who benefited from the programs and services provided by DSWD. This covers the Protective Programs and Services which includes: Residential and Non-Residential Facilities such as the Elsie Gaches Village (EGV), Golden Reception and Action Center for the Elderly and Other Special Needs (GRACES), Haven for Children (HC), Haven for Women (HFW), Jose Fabella Center (JFC), Marillac Hills (MH), Nayan ng Kabataan (NK), Reception and Study Center for Children (RSCC), Sanctuary Center (SC), Inang Naulila sa Anak Healing Center (INA-HC), National Vocational Rehabili-

tation Center (NVRC), and Rehabilitation Sheltered Workshop (RSW), the Supplementary Feeding Program, Social Pension for Indigent Senior Citizens; Community-based Programs and Services; Adoption and Foster Care Services; Assistance to Individuals in Crisis Situation; Comprehensive Program for Street Children, Street Families, and Bajaus; Issuance of Travel Clearance for Minors Travelling Abroad; Services for Trafficked Persons and Distressed Overseas Filipinos; and Social Amelioration Program of the Department;

### **Organizational Outcome 3 - Immediate Relief and Early Recovery of Disaster Victims/survivors Ensured**

Provides data on addressing the immediate needs of individuals, families and communities affected by human-induced and natural disasters covering the reports of the Disaster Response Management Division (DRMD);

### **Organizational Outcome 4 - Continuing Compliance of SWD Agencies to Standards in the Delivery of Social Welfare Services Ensured**

Provides data on standards and assessment of the quality of SWD programs and services of Social Welfare and Development Agencies (SWDAs) through registration, licensing and accreditation covering the reports of Standards Section;

### **Organizational Outcome 5 - Delivery of SWD programs by LGUs, through LSWDOs, improved**

Provides data on the improvement of the delivery of SWD programs and services by the LGUs through provision of technical assistance and resource augmentation (TARA) to the local government partners, particularly the Local Social Welfare and Development Offices (LSWDOs);

### **Support to Operations**

Provides data on activities that provide technical and substantive support to the operations and projects of the Department such as Policy and Plan Development, Social Technology Development, National Household Targeting System for Poverty Reduction, Information and Communications Technology Management, Internal Audit, Social Marketing and Knowledge Management;

### **General Administrative and Support Services**

Provides data on activities that deals with the provision of overall administrative management support to the entire operation of the Department such as Human Resource and Development, Legal Services, Administrative Services, Financial Management and Procurement Services.

# ORGANIZATIONAL OUTCOME 1



## Well-being of poor families improved

Programs and services under OO1 are grouped as PROMOTIVE SOCIAL WELFARE PROGRAM. This strategic grouping intends to invest in human capital development of the target clients of the Department, particularly the poor and vulnerable sectors, through conditional cash transfers, community driven development, and sustainable livelihood.



### PANTAWID PAMILYANG PILIPINO PROGRAM

#### Regular Conditional Cash Transfer Program

Regular CCT	Registered HHs	Active HHs	HHs Provided with Cash Grants	% of Accomplishment
January to March	249,063	211,993	215,181	<b>101%</b>
April to June	251,549	217,305	213,101	<b>98.07%</b>
July to September	252,067	212,476	210,403	<b>99.02%</b>
October to December	251,817	207,917	211,531	<b>101%</b>

As of December 2020, **101%** or **211,531** out of **207,917** active HH beneficiaries were compliant and were provided with cash grants for the Regular Conditional Cash Transfer (RCCT) Program utilizing a total amount of PhP5,663,004,250 from January to December CY 2020. (see breakdown per quarter above)



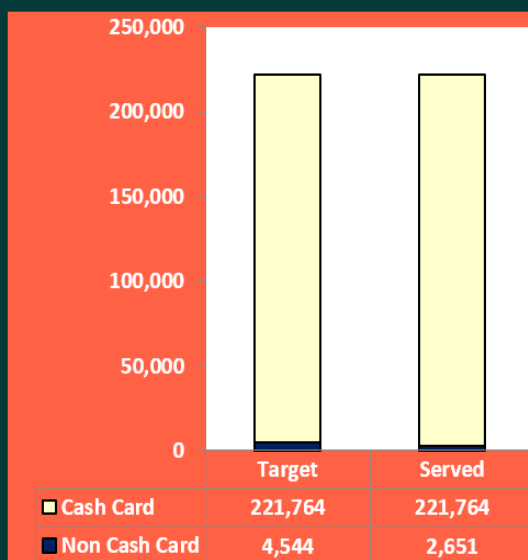
## Modified Conditional Cash Transfer Program

Modified CCT	Registered HHs	Active HHs	HHs Provided with Cash Grants	% of Accomplishment
January to March	5,578	3,210	3,234	<b>100%</b>
April to June	5,577	3,205	2,631	<b>82.09%</b>
July to September	5,574	2,974	2,598	<b>87.36%</b>
October to December	5,574	2,974	2,411	<b>81.07%</b>

Likewise, **81.07%** or **2,411** out of **2,974** active HH beneficiaries were compliant and were provided with cash grants for the Modified Conditional Cash Transfer (MCCT) Program utilizing a total amount of Php46,303,600 from January to December CY 2020. (see breakdown per quarter above)

## SOCIAL AMELIORATION PROGRAM FOR PANTAWID FAMILIES

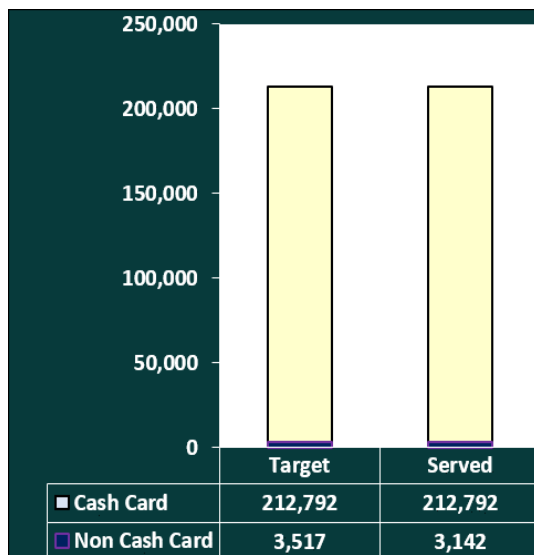
### First Tranche



In 2020, **99.16%** or **224,415** (with cash card - 221,764 and without cash card - 2,651) Pantawid Pamilya beneficiaries were provided with SAP-ESP under AICS against the target of **226,308** Pantawid Pamilya beneficiaries (with cash card - 221,764 and without cash card - 4,544) utilizing a total amount of Php 1,492,359,750 vis-à-vis total fund allocation of Php1,504,948,200 from April to December 2020.

## Second Tranche

For the 2nd Tranche, **99.16%** or **215,934** (with cash card - 212,792 and without cash card - 3,142) Pantawid Pamilya beneficiaries were provided with SAP-ESP under AICS as against the target of **216,309** Pantawid Pamilya beneficiaries (with cash card - 212,792 and without cash card - 3,517) utilizing a total amount of Php 1,435,961,100 vis-à-vis total fund allocation of PhP1,438,454,850 from April to December 2020.



The Social Amelioration Program—Emergency Subsidy Program (SAP-ESP) is a cash subsidy granted under the Republic Act (R.A.) No. 11469 or the “Bayanihan to Heal As One Act”, with a minimum amount of Five Thousand Pesos (PhP 5,000) to a maximum of Eight Thousand Pesos (PhP 8,000), based on the prevailing regional minimum wage rates, for every month for two months to around 18 million families qualified as “low-income” that are most affected by the virtual economic standstill and most vulnerable to economic slowdown resulting from the COVID-19 crisis and are now unable to earn for their daily sustenance under the stay-at-home or community quarantine conditions.



## SUSTAINABLE LIVELIHOOD PROGRAM

SLP Tracks	Target No. of HHs	No. of SLP HHs Served	% Served
Microenterprise Development	1,235	1,443	117%
Employment Facilitation		8	



With the intention of augmenting the cash grants and adopting the community-driven enterprise development approach, the SLP served a total of **117%** or **1,451** households under the Microenterprise Development (MD) track (with 1,443 household beneficiaries amounting to PhP25,282,961) and Employment Facilitation track (with 8 household beneficiaries amounting to PhP8,000) vis-à-vis target of **1,235** households costing a total of PhP25,318,961.

## LIVELIHOOD ASSISTANCE GRANTS

SLP Participants	Target No. of HHs	No. of HHs Provided with Grants	% Served
Referral and Walk-in Clients	287	290	101%
Clients under Bayanihan Act 2	6,759	6,798	101%

For Livelihood Assistance Grants, the SLP provided interventions to aid in the provision of basic necessities, amelioration and recovery of the target beneficiaries who are deemed to suffer the greatest impact of the implementation of the community quarantine, served a total of **101%** or **7,088** households (with 290 referral and walk-in clients and 6,798 clients under Bayanihan Act 2) vis-à-vis target of **7,046** households (with 287 referral and walk-in clients and 6,759 under Bayanihan Act 2) utilizing a total amount of PhP98,970,000.

The Livelihood Assistance Grants is a financial assistance granted to eligible families whose livelihoods were affected by the implementation of the community quarantine. This aims to aid the target beneficiaries who have suffered economic loss/es, and provide economic recovery/rehabilitation support through financial assistance for micro-enterprise or employment related activities particularly to those in the informal sector.

# ORGANIZATIONAL OUTCOME 2



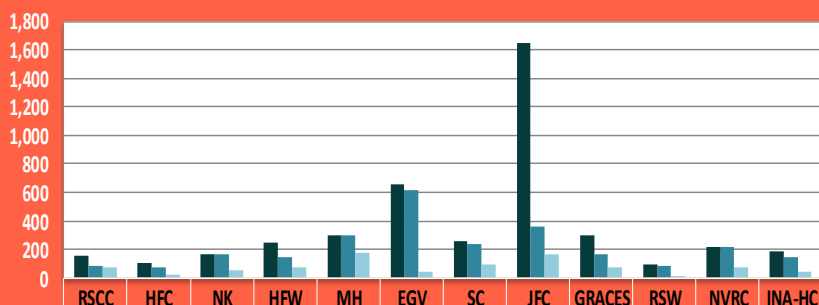
## Rights of the Poor and Vulnerable Sectors Promoted and Protected

Programs and services under OO2 are grouped as PROTECTIVE SOCIAL WELFARE PROGRAM. It intends to guarantee that the vulnerable individuals and groups are able to benefit from the programs and services provided by the government, especially by the DSWD. This outcome is also directed towards the fulfillment of the country's commitment to the various international instruments/treaties for the protection of the rights of the victims of violence, the marginalized and the disadvantaged or those excluded from the mainstream society.



### RESIDENTIAL AND NON-RESIDENTIAL CARE PROGRAM

#### Target vs. Served vs. Rehabilitated





Through its centers and non-residential care facilities, the Field Office catered to a total of **59.83%** or **2,578** clients vis-à-vis **4,309** target clients from January to December 2020. Out of these total clients served, **892** clients were rehabilitated (*see breakdown per C/RCF on the previous page*).

The Region maintains a total of **12** centers/residential care facilities (nine (9) residential and three (3) non-residential care facilities) situated in the different clusters of Metro Manila. The clients were provided with social, home life, educational, health, psychological, economic productivity, sociocultural, recreational, medical and spiritual enrichment activities while non-residential care facilities received interventions—during part of the day—responsive to their current crisis or developmental concerns.

Among the centers with 100% and higher accomplishments in terms of served clients vis-à-vis the targets set for the year is Nasyon ng Kabataan (NK) and Marillac Hills (MH). Negative variances are attributed to the temporarily stoppage of admission and referral from different LGUs due to the COVID-19 Pandemic.

## SUPPLEMENTARY FEEDING PROGRAM



Contributing to the Early Childhood Care and Development (ECCD) Program, the Supplementary Feeding Program (SFP) of the DSWD provided food — in addition to regular meals — to **103%** or **103,524** children out of **100,491** target children during the 9th cycle implementation for the benefit of children enrolled in child development centers (or day care centers) and Supervised Neighborhood Play in NCR, utilizing a total amount of Php183,824,513 from January to December 2020.

## SOCIAL PENSION FOR INDIGENT SENIOR CITIZEN



For the needy and frail senior citizens, the Field Office implemented the Social Pension for Indigent Senior Citizen (SPISC) to **77.11%** or **158,681** beneficiaries for the 1st Semester CY 2020 and **6.33%** or **13,023** beneficiaries for the 2nd Semester CY 2020 vis-à-vis **205,785** targeted beneficiaries for social pension costing a total amount of Php515,112,000 from January to December 2020 as an augmentation for their daily subsistence and medical needs.

For CY 2020, transfer of funds was initiated to the 17 LGUs in NCR. Variances of the program was due to the following but not limited to: (1) Social Pension beneficiaries were not able to claim their stipend due to community quarantine restrictions; (2) Some beneficiaries were in the province and can't go back to NCR immediately; (3) Late downloading of additional clean list from Central Office which were not included in the fund transfer; (4) Late signing of Memorandum of Agreement (MOA) which affected the timeline of the fund transfer; and (5) Majority of the LGUs has unliquidated cash advances during the implementation of their local initiated program; hence, social pension cash advances and implementation was also affected. Nevertheless, the Field Office is conducting close coordination and technical assistance to LGUs to plan out the remaining social pension payout.

## CENTENARIAN CASH GIFT

In view of the passage of Republic Act No. 10868 or the Centenarian Act of 2016, the Field Office had provided centenarian cash gift — to Filipinos who have aged 100 years or over, whether residing in the Philippines or abroad received a cash gift amounting to Php100,000 — to **110%** or **99** centenarians out of the **90** targeted centenarians for CY 2020 utilizing a total amount of Php9,900,000.



## PROTECTIVE PROGRAMS TO INDIVIDUALS AND FAMILIES IN ESPECIALLY DIFFICULT CIRCUMSTANCES



**179,793**  
Food and  
Non-Food



**35,069**  
Medical



**3,430**  
Burial



**1,472**  
Educational



**671**  
Transport



**188**  
Other Cash  
Assistance

As a social safety net or a stop-gap mechanism to support the recovery of individuals and families from unexpected crisis such as illness or death of a family, natural or man-made disasters and other difficult situations, the Field Office implemented the Assistance to Individuals in Crisis Situations (AICS) to **108%** or **220,623** clients out of **203,776** targeted clients covering served clients from Crisis Intervention Section Onsite and Offsite Serbisyo utilizing a total amount of PhP1,118,723,509.26 from January to December 2020.

These clients received any of the following assistance: financial assistance for medical, burial, transportation and educational expenses; material assistance in the form of food and non-food items; and referrals for medical, legal, psychosocial, temporary shelter and other services.

The program was able to serve the following breakdown of client categories:

<b>Family Head and Other Needy Adult (FHONA)</b>	<b>207,260</b>
<b>Senior Citizen (SC)</b>	<b>8,827</b>
<b>Persons With Disability (PWD)</b>	<b>1,974</b>
<b>Locally Stranded Individual (LSI)</b>	<b>1,621</b>
<b>Women in Especially Difficult Circumstances (WEDC)</b>	<b>856</b>
<b>Youth in Need of Special Protection (YNSP)</b>	<b>80</b>
<b>Persons Living with HIV-AIDS (PLHIV)</b>	<b>5</b>

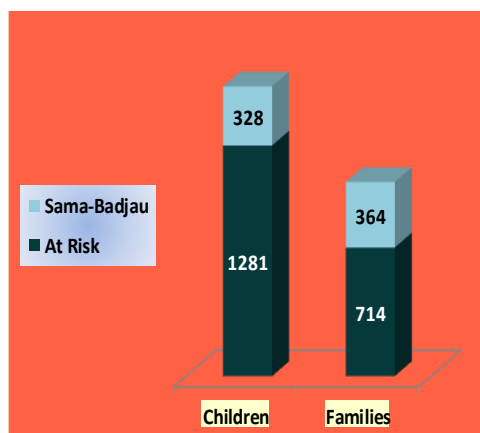
## ALTERNATIVE FAMILY CARE PROGRAM



Under the Alternative Family Care Program of the DSWD, the Field Office caters **80.13%** or **254** children out of **317** targeted children for adoption and foster care in compliance with the Republic Act No. 8552 or the Domestic Adoption Act of 1998, Republic Act 9523 or the Act Requiring Certification to Declare a Child Legally Available for Adoption and Republic Act No. 10165 or the Foster Care Act of 2012. These are composed of the following placement:

- **122 children were placed out for domestic adoption issued with CDCLAA;**
- **85 children were endorsed for inter-country adoption;**
- **36 children were placed out for domestic adoption issued with PAPA/ACA; and**
- **11 children were placed out for foster care.**

## COMPREHENSIVE PROGRAM FOR STREET CHILDREN, FAMILIES AND BADJAU



Heedful of the plight of children and families at risk on the street, the DSWD implemented the Comprehensive Program for Street Children, Families and Badjaus serving a **203%** or **2,687** out of **1,323** street children and families including Sama-Badjau children and families utilizing a total amount of Php4,938, 997 from January to December 2020. (See breakdown on the left)

## MINORS TRAVELING ABROAD



The Field Office has issued travel clearance certificate to **28.72%** or **2,872** children out of **10,000** targeted children in NCR from January to December 2020 with top five (5) country of destination as follows: Japan, United Arab Emirates, Singapore, United States of America and Hongkong.

This is in compliance to Republic Act No. 7610 or the Special Protection of Children Against Abuse, Exploitation and Discrimination Act, Republic Act No. 9208 or the Anti-Trafficking in Persons Act and Republic Act No. 8239 or the Philippine Passport Act of 1996 which does not allow a child to travel alone or be accompanied by a person, other than the parents or legal guardian, to a foreign country without a travel clearance from the DSWD.

## COMMUNITY BASED SERVICES



<b>1,252</b> Women	<b>39</b> Children
<b>19</b> Solo Parent	<b>8</b> Older Persons
<b>5</b> Youth	<b>5</b> PWDs

For CY 2020, the Field Office served a total of **332%** or **1,328** clients out of **400** targeted clients through the community-based services. These clients were provided with any of the following services: Referral, Counseling, Financial Assistance, Airport Assistance, etc.

Community based programs and services aims to provide preventive, rehabilitative and developmental programs and initiatives that mobilize/utilize the family and community to respond to a problem, need, issue or concern of children, youth, women, person with disabilities, older persons and families who are in need and at-risk.

## SOCIAL WELFARE FOR DISTRESSED OVERSEAS FILIPINOS AND TRAFFICKED PERSONS



The Field Office through the Recovery and Reintegration Program for Trafficked Persons (RRPTP) served a total of **171%** or **720** clients out of **420** targeted clients from January to December 2020. The clients served were composed of 416 adults and 304 youth provided with any of the following social welfare services: financial assistance, livelihood assistance, skills training, referrals, counseling, temporary shelter, etc. utilizing a total amount of PhP1,321,216. The RRPTP is a comprehensive program that ensures adequate recovery and reintegration services for trafficked persons.

Moreover, the Field Office also implemented the International Social Welfare Services for Filipino Nationals (ISWSFN) to **705** distressed and/or undocumented overseas Filipino utilizing a total amount of PhP419,809 from January to December. These include 636 Adults, 49 Children, 19 Senior Citizens and one (1) Youth with top five (5) country of destination: Lebanon, Dubai United Arab Emirates, Macau, Riyadh, KSA and Kuwait. *\*Target was ANA*



## UNCONDITIONAL CASH TRANSFER



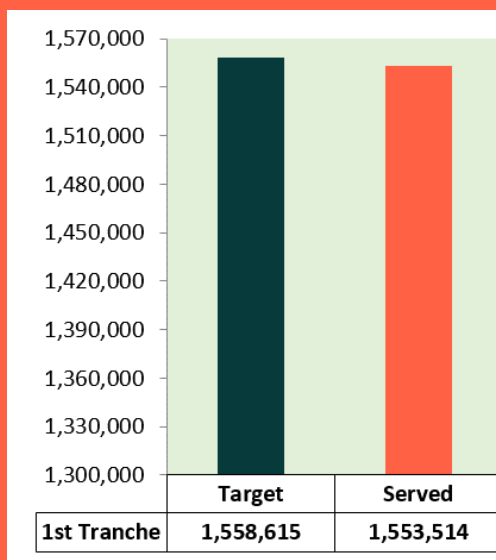
With the enactment of Republic Act No. 10963 or the Tax Reform for Acceleration and Inclusion (TRAIN), the DSWD has been mandated to implement the Unconditional Cash Transfer Program. The Field Office provided UCT cash grants amounting to PhP3,600 each for CY 2020 to **0.10%** or **423** UCT Listahanan households beneficiaries out of **425,078** targeted beneficiaries utilizing the CY 2019 UCT Fund.



Variances on UCT payout was resulted by the following: (1) Social Pension Management Office (SPPMO) is currently having cash card distribution to its beneficiaries including UCT social pension beneficiaries; (2) The SPPMO-NCR is waiting for the payroll list for top-up to the distributed cash card from the UCT-NPMO; (3) Majority of the UCT-Pantawid cash card are not working which resulted to unpaid beneficiaries; (4) Delay on the release of UCT Listahanan payroll list and still on-going process of payroll generation by UCT-NPMO which is the basis for LBP funding and OTC payout.

## SOCIAL AMELIORATION PROGRAM FOR NON-PANTAWID FAMILIES

### First Tranche



For the 1st tranche of implementation of SAP-ESP, **99.67%** or **1,553,514** Non-Pantawid Familya beneficiaries out of **1,558,615** Non-Pantawid Familya beneficiaries were provided with SAP-ESP under AICS amounting to PhP8,000 each in response to the community quarantine brought about by the pandemic, utilizing a total amount of PhP12,428,112,000.00 vis-à-vis total fund allocation of PhP12,468,920,000.00 from April to December 2020.

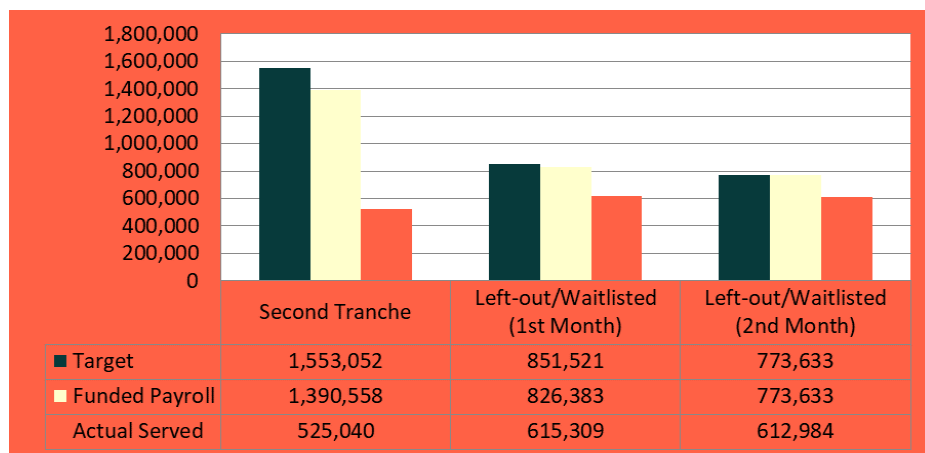
Moreover, for the 2nd tranche of implementation of SAP-ESP under AICS including left-out/waitlisted beneficiaries for the 1st and 2nd month, the Region utilized digital payments to the beneficiaries through partnerships with the following financial service providers as a safety measure in receiving their grants:



Union Bank

Paymaya

## 2nd Tranche and Left-out/Waitlisted



For the 2nd Tranche implementation of SAP-ESP, the Region submitted **89.54%** or **1,390,558** Non-Pantawid beneficiaries with funded payroll out of **1,553,052** targeted Non-Pantawid beneficiaries. Out of the funded payroll, **37.67%** or **525,040** out of the **1,390,558** beneficiaries were monitored to have received their cash assistance amounting to Php8,000. The Region utilized Php11,124,464,000 vis-à-vis fund allocation of Php12,424,416,000.

Likewise, for the 1st Month implementation of Left-out/Waitlisted Non-Pantawid Families eligible for SAP-ESP, the Region submitted **97.05%** or **826,383** Left-out/Waitlisted Non-Pantawid beneficiaries with funded payroll out of **851,521** targeted Left-out/Waitlisted Non-Pantawid beneficiaries for processing of the financial service providers. Out of the funded payroll, **74.46%** or **615,309** out of the **826,383** beneficiaries were monitored by the LGU Coordinators to have received their cash assistance amounting to Php8,000. The Region utilized Php6,611,064,000 vis-à-vis fund allocation of Php6,812,168,000.

For the 2nd Month implementation of Left-out/Waitlisted Non-Pantawid Families eligible for SAP-ESP, the Region submitted **100%** or **773,633** Left-out/Waitlisted Non-Pantawid beneficiaries with funded payroll out of **773,633** targeted Left-out/Waitlisted Non-Pantawid beneficiaries for processing of the financial service providers. Out of the funded payroll, **79.23%** or **612,984** out of the **773,633** beneficiaries with were monitored by the LGU Coordinators to have received their cash assistance amounting to Php8,000. The Region utilized Php6,189,064,000 vis-à-vis fund allocation of Php6,189,064,000.

# ORGANIZATIONAL OUTCOME 3



## Immediate Relief and Early Recovery of Disaster Victims/Survivors Ensured

The activities under OO3 are grouped as DISASTER RESPONSE AND MANAGEMENT PROGRAM. It intends to provide emergency services during or immediately after a disaster in order to save lives, reduce hunger, and ensure safety of the people. This also involves the provision of basic subsistence needs of the affected people as well as the repair and reconstruction of damaged houses to help them restore their normal level of functioning. The program also intends to develop and enhance policies and programs for disaster response and management.



The Field Office through the Disaster Response Management Division provided augmentation assistance to **100%** or **17** out of **17** LGUs in NCR through the request of the Local Government Units (LGUs) and Legislators for the affected areas due to the following natural disasters amounting to PhP246,239,354.29 from January to December 2020:

- ✓ Thirty-three (33) Fire Incidents
- ✓ Two (2) Flood Incidents brought by Typhoon "Rolly" and "Ulysses"
- ✓ COVID-19 Pandemic

A total of **448,433** internally displaced households or **1,881,715** individuals affected by various disaster occurrences were provided with disaster response services by the Field Office from January to December 2020. *\*Target was ANA*



The Field Office also implemented the Cash For Work Program to 11 LGUs in NCR. A total of **96.34%** or **24,486** poor households out of **25,417** target households received cash-for-work for Climate Change Adaptation and Mitigation (CCAM) amounting to PhP99,168,300.

In response to the Field Office prevention, control and mitigation on the spread of the Novel Coronavirus Disease or the COVID-19 Pandemic, a total of **445,643** Food and Non-Food Items were provided by the Field Office—NCR to the Local Government Units (LGUs) and other Partners/NGOs/POs/Others amounting to PhP219,903,494.62 from January to December 2020. These are the following:



**417,397** Family Food Packs

**24,027** Sanitary Kits

**2,788** Sleeping Kits

**606** Hygiene Kits

**400** Face Masks

**300** Diapers

**75** Dignity Kits

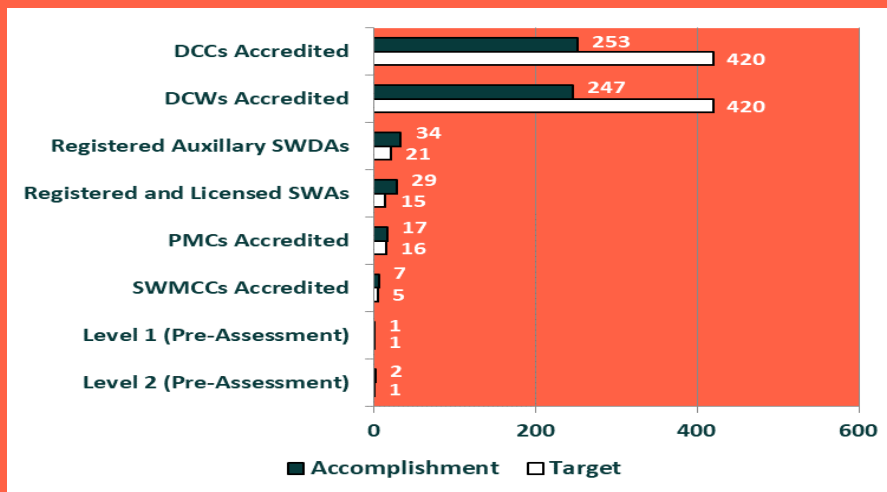
**50** Tents

# ORGANIZATIONAL OUTCOME 4



## Continuing Compliance to SWD Agencies to Standards in the Delivery of Social Welfare Services Ensured

Activities under OO4 refer as SWDAs REGULATORY PROGRAM aims to manage SWDAs and ensure proper implementation of programs and services for the poor, vulnerable and marginalized thru performing quality assurance measures. It sets standards along registration, licensing of NGOs and accreditation of service providers and SWDAs implementing social welfare and development programs and services.



The Field Office through the Standards Section provides regulatory services to the social welfare development agencies (SWDAs) implementing SWD programs and individuals providing SWD services through registration, licensing and accreditation—to guarantee the quality of care and support for the poor, the vulnerable and the disadvantaged.

In 2020, the Region registered and granted license to operate to **193%** or **29** out of **15** targeted social welfare agencies (SWAs) and **162%** or **34** out of **21** targeted auxillary social welfare and development agencies (SWDAs) from January to December 2020.

For SWD service providers, the Field Office accredited **140%** or **7** out of **5** targeted social workers managing court cases (SWMCCs), **106%** or **17** out of **16** targeted pre-marriage counselors (PMCs) from January to December 2020. The Region also accredited **59%** or **247** out of **420** Day Care Workers and **60%** or **253** out of **420** Day Care Centers targeted for CY 2020.



The Field Office facilitated the pre-assessment of the following Centers/Residential Care Facilities of the Department and received confirmation from the Standards Bureau-Central Office:

- ✓ Marillac Hills accredited as Level II on april 24, 2020;
- ✓ Nayon ng Kabataan accredited as Level II on September 26, 2020;
- ✓ Rehabilitation Sheltered Workshop accredited as Level I on May 18, 2021; and
- ✓ National Vocational Rehabilitation Center accredited as Level III on December 29, 2021.

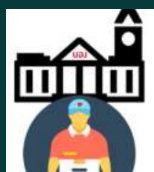
## ORGANIZATIONAL OUTCOME 5



### Delivery of SWD Programs by LGUs, through LSWDOs, improved

The program termed as SWD TECHNICAL ASSISTANCE AND RESOUCE AUGMENTATION PROGRAM intends to provide Technical Assistance and Resource Augmentation to LGUs towards a fully functioning Local Social Welfare and Development Offices (LSWDOs).

The Social Welfare and Development Technical Assistance and Resource Augmentation (TARA) Program assists the Local Social Welfare and Development (LSWDOs) of LGUs in advancing their functionality or level of service delivery as frontline service providers of SWD programs and services. This year, 2020, baseline service delivery assessment for the two (2) remaining LGUs (Marikina and Quezon City) was not conducted as per schedule due to the implementation of community quarantine in NCR and in compliance to Advisory No. 1 Series of 2020 or the "Guidelines for the Prevention, Control, and Mitigation of the Spread of the COVID-19 in the DSWD Offices, Attached and Supervised Agencies". These two (2) LGUs are targeted for assessment on CY 2021.



**17** out of **17**  
LGUs provided  
with TARA

For CY 2020, the Field Office provided technical assistance (TA) to **100%** or **17** out of **17** LSWDOs of LGUs in NCR. The TA includes: series of technical assistance and webinar on Social Amelioration Program—Emergency Subsidy Program (SAP-ESP) implementation, enhancement/review of the Manual of Operations, case conference in managing abuse cases, consultation dialogues with partners on the functionality of LCAT-VAWC, program implementation review of DSWD-NCR and C/MSWDOs and policy forum on domestic administrative adoption bills, to name a few.

Furthermore, the Field Office also provided resource augmentation (RA) to **100%** or **17** out of **17** LGUs in NCR in response to their request during disaster relief operations amounting to PhP246,239,354.29.

To ensure that the Region is continuously providing technical assistance to the LGUs despite the current pandemic, the Field Office through the Capability Building Section organized webinar sessions as the learning and development interventions (LDIs) to the LGUs. A total of **66.67%** or **4** out of **6** LDIs were conducted: two (2) webinar sessions on Resilience: Coursing Through Life's Stresses and Strains Productivity; one (1) webinar session on Gsuite Applications Retooling Series; and one (1) webinar on Learning Session on Logistics Management for LGUs from January to December 2020.








# SUPPORT TO OPERATIONS



Activities under STO provide technical and substantive support to the operations and projects of the Department. The Offices under STO include Policy Development and Planning Section, Social Technology Unit, National Household Targeting Section, Regional Information, Communications Technology Management Section, Internal Audit, Social Marketing Section and Capability Building Section.

## POLICY AND PLAN DEVELOPMENT

The Region formulates and develops policies and plans for the social welfare and development (SWD) sector relative to its mandate. For CY 2020, the Field Office crafted seven **(7)** regional policies/guidelines: *\*Target was ANA*

-  **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 - Approved and Disseminated on April 27, 2020;





**RMO 006 Series of 2020:** DSWD-NCR Guidelines in Handling Public Affairs and Media Engagement; and



**RMO 007 Series of 2020:** Guidelines on the Preventive Maintenance and Repair of Equipment, Furniture and Fixture of FO-NCR



From January to December 2020, the Region formulated six **(6)** annual plans were submitted to the Central Office: *\*Target was ANA*



FO-NCR COVID-19 Response and Recovery Plan (RRP) - Strategic Contribution Implementation Plan (SCIP);



FY 2021 FO-NCR Work and Financial Plan;



FO-NCR Updated Annual Performance Measures (APM) for FY 2022 and Forward Estimates for FY 2022-2023;



FY 2021 FO-NCR GAD Plan and Budget;



FY 2022 FO-NCR GAD Plan and Budget; and



FY 2021 FO-NCR Sectoral Plans of Family and Community Sector, Older Persons Sector, Children and Youth Sector and Persons with Disabilities Sector;

## RESEARCH AND EVALUATION



In support of the implementation of SWD programs, the Field Office attended to **33** research requests that fall under the research protocol. Out of these, **63.64%** or **21** out **33** research requests with complete requirements submitted to Field Office were issued research permits. *\*Target was ANA*

Top two (2) Centers/Residential Care Facilities with most number of requests approved is Golden Reception and Action Center for Elderly and Other Special Cases (GRACES) and Elsie Gaches Village (EGV).

## NATIONAL HOUSEHOLD AND TARGETING SYSTEM FOR POVERTY REDUCTION

The National Household and Targeting System for Poverty Reduction or the Listahanan is an information management system that identifies who and where the poor are in the country.



The implementation of the 3rd round of Listahanan household assessment which started in 2019 was able to assess **75.07%** or **681,545** households out of **907,812** targeted households for assessment with accomplished HAFs properly encoded, passed verification and tagged as for verification in the Data Entry Application.

As such, **10 LGUs** in NCR entered into Memorandum of Agreement (MOA) on data sharing from January to December 2020. *\*Target was ANA*



The Region continuously implemented data sharing of the Listahanan 2 results to partner LGUs and intermediaries and stakeholders in the SWD sector. For CY 2020, the Field Office responds to requests for statistics, name-matching and other relevant datasets (e.g. list of poor households): *\*Target was ANA*

- ✔ **Six (6)** requests for statistical data were granted;
- ✔ **139,982** name-matching requests were granted; and
- ✔ **34,498** requests for list of poor households were generated.

## INTERNAL AUDIT

The Field Office conducts management and operations audit to assess the adequacy and effectiveness of internal control systems and mechanisms being applied for social welfare and development programs, projects and services.



For CY 2020, the Region is continuously complying to the audit recommendations on Sustainable Livelihood Program received from Central Office. A total of **87.10%** or **27** out of **31** audit recommendations were already complied as of December 2020.

## INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT

Relevant to the development and enhancement of the Field Office along information management, communication services and technology solutions, the Region continuously maintains informations systems and networks and provide rigorous technical assistance to end-users:



**543** technical assistance and service support requests of D/C/RCF/S/Us were received and acted upon for CY 2020; *\*Target was ANA*



**100%** or **1** out of **1** functional websites maintained;

**111%** or **10** out of **9** target databases were developed and maintained by the Region;

Notable accomplishment of the Region is the development of FO-NCR SAP-ESP Search Application in support and innovation of the Region along implementation of the Emergency Subsidy Program.

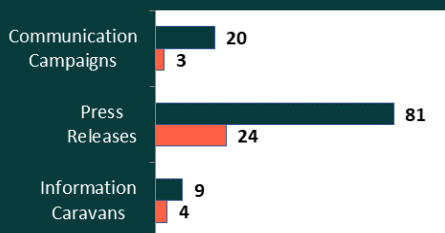


**607** computer networks maintained; *\*Target was ANA*

**11** functional information systems were deployed and maintained for CY 2020; *\*Target was ANA*

## SOCIAL MARKETING

The Field Office conducts social marketing, advocacy and networking activities to further social welfare and development (SWD) programs, projects and services, as well as to nurture relationship with its stakeholders and the publics.



From January to December 2020, the Region conducted **355%** or **110** out of **31** social marketing activities to promote SWD programs and services through media, social media and other platforms.



Information, education and communication (IEC) materials are also developed like audio-visual presentations, posters, infographics and others.

A total of **2675%** or **214** out of **8** targeted IEC materials were developed from January to December 2020. An increase in the demand for graphics were released in support to the implementation of the Social Amelioration Program of the Department.

## KNOWLEDGE MANAGEMENT

The Field Office also provides technical assistance to its intermediaries as the lead in social welfare and development (SWD) sector through learning and development interventions, creates pool of resource persons or core group of specialists and manages a knowledge exchange facility.



For CY 2020, a total of **200%** or six **(6)** out of three **(3)** targeted knowledge products were developed by the Region as a useful references for SWD-related undertakings. These knowledge products are regional guidelines approved by the management and documentation/minutes of the meetings as output during Knowledge Learning Sessions.



Likewise, a total of **166%** or **10** out of six **(6)** knowledge sharing sessions were conducted for the Field Office-NCR staff and intermediaries on SWD-related topics and courses.

- Regional Convergence;
- Two (2) Consultation Meeting with the LGUs in NCR re: Technical Assistance to the LGUs in the implementation of SAP-ESP;
- Consultation Dialogue with CMSWDO;
- SWD L-Net Special Meeting;
- SWD L-Net General Assembly;
- Learning Session with CGS;
- Knowledge Management Fair;
- Sharing of good practice documentation of Sanctuary Center on the C/MSWDOs Program Implementation Review
- DSWD-NCR Tagisan ng Talino.

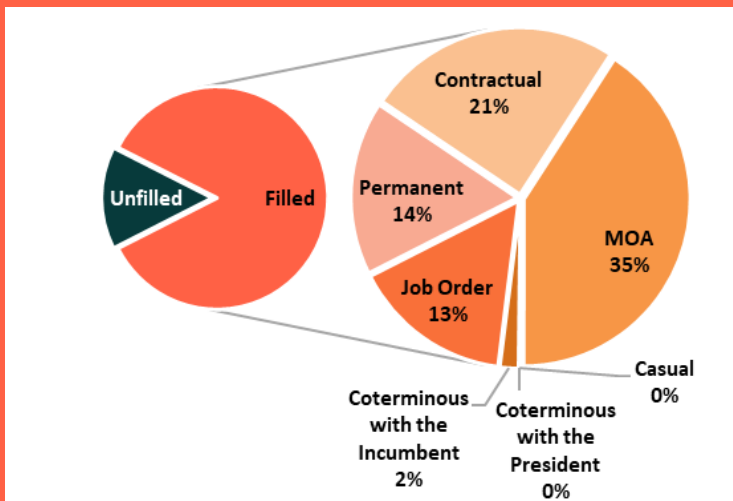
# GENERAL ADMINISTRATION AND SUPPORT SERVICES



Activities dealing with the provision of overall administrative management support to the entire operation of the Department. It includes activities such as administrative services, legal services, human resource development, financial management services and procurement services.

## HUMAN RESOURCE AND DEVELOPMENT

The Field Office hires and capacitates its workforce to attain competency-based human resources for effective performance management, learning and development, employee relations and personnel administration.



Status of Employment	Filled	Unfilled	Total Position
Permanent	412	52	<b>464</b>
Coterminous with the President	1	0	<b>1</b>
Coterminous with the Incumbent	30	20	<b>50</b>
Contractual	644	37	<b>681</b>
Casual	1	2	<b>3</b>
MOA	882	242	<b>1,124</b>
Job Order	299	129	<b>428</b>
<b>Grand Total</b>	<b>2,269</b>	<b>482</b>	<b>2,751</b>

The Region has a total of **2,751** human resource positions. Out of these, **82.48%** or **2,269** were filled-up positions detailed in the Field Office and Centers/Residential Care Facilities (412 Permanent Positions; one (1) Coterminous with the President; 30 Coterminous with the Incumbent; 644 contractual positions; one (1) casual position; 882 Memorandum of Agreement (MOA) positions and 299 Job Order (JO) positions) as of December 2020.



A total of **40.66%** or **196** out of **482** positions across all employment status with request for posting were filled-up within the prescribed timeline.



A total of **49.27%** or **203** out of **412** permanent staff were provided with at least one (1) learning and development intervention from January to December 2020.



As of December 2020, a total of **99.83%** or **2,316** staff (1,043 regular, casual, and contractual and 1,273 MOA and JO workers) out of **2,320** staff were receiving on time salary and benefits

## PROCUREMENT SERVICES



From January to December 2020, the Region facilitated **99.58%** or a total of **1,671** out of **1,678** purchase requests were processed, awarded, contracted on time and completed in accordance with applicable rules and regulations.

## LEGAL SERVICES

Technical Assistance and other needed support on legal matters, which include issues or concerns affecting the agency mandate and exercise of official functions, are provided to various offices to ensure compliance of existing laws, rules and regulations.



For CY 2020, a total of **12** complaints were resolved. The issuance of result of the assessment was provided to the complainant. \*Target was ANA

Likewise, a total of **8** disciplinary cases were initiated from January to December 2020. Preliminary hearings for various cases were attended by the Field Office through the disciplining authority.

## ADMINISTRATIVE SERVICES

In support to the attainment of its organizational outcomes, the Field Office sustains logistic and other support service requirements for properties, records, transportation, communication, utilities and personnel.



For CY 2020, **107%** or a total of **15** facilities out of **14** targeted facilities of the Region were repaired/renovated from January to December 2020. These includes one (1) Field Office repairs; (11) eleven Center/Residential Care Facilities repairs; two (2) DSWD-NCR warehouse building repairs (EPHETA and NCWP) and one (1) DSWD-NCR Crisis Intervention Section— Onsite repairs.



**20%** or **1** out of **5** real properties with title;



**100%** or **13** out of **13** vehicles were maintained and managed by the Field Office;



**100%** or **4,822** out of **4,822** records were digitized; and

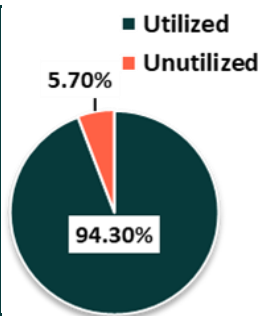


**392%** or **1,373** out of **350** records were disposed.

## FINANCIAL MANAGEMENT

The Field Office follows financial management guidelines to create an effective financial plan that promotes efficient management of financial resources throughout the year. For 2020, the Region utilized **93.04%** of its allocated fund for Direct Release and Centrally-Managed Fund with a total obligated amount of **PhP17,580,526,160.52** vis-à-vis total adjusted allotment of **PhP18,896,560,068.87** from January to December 2020 Current Fund.

TYPE OF FUND	ADJUSTED ALLOTMENT	OBLIGATION
Direct Release	2,787,053,974.00	2,157,715,240.41
Centrally-Managed Fund	16,109,506,094.87	15,422,810,920.11
<b>GRAND TOTAL</b>	<b>18,896,560,068.87</b>	<b>17,580,526,160.52</b>



*FY 2020 Current Year Appropriation*

## CASH UTILIZATION



For CY 2020, the Region utilized **100%** or a total of **PhP16,313,185,528.12** of its total actual disbursements vis-à-vis total actual annual payables from January to December 2020.

QUARTER SERVED	TOTAL DISBURSEMENTS	TOTAL PAYABLES	% OF UTILIZATION
Jan to March	231,123,612.31	231,123,612.31	100%
April to June	13,154,225,597.02	13,154,225,597.02	100%
July to Sept	547,647,848.74	547,647,848.74	100%
Oct to Dec	2,380,188,470.05	2,380,188,470.05	100%
<b>TOTAL</b>	<b>16,313,185,528.12</b>	<b>16,313,185,528.12</b>	<b>100%</b>

*FY 2020 Current Year Cash Utilization*



## LIQUIDATION OF CASH ADVANCES

From January to December 2020, the Region liquidated **74.59%** amounting to a total amount of **PhP11,982,769,539.30** liquidated vis-à-vis **PhP16,065,812,949.34** total cash advance processed.

Advances to officers and employees

100%

Advances to SDOs

44.09%

Inter-agency transferred funds

78.37%

*Cash Advance Liquidated –darker shade  
Cash Advance Processed –lighter shade*

TYPE OF CASH ADVANCE	TOTAL CASH ADVANCE PROCESSED	TOTAL AMOUNT LIQUIDATED
Advances to officers and employees	111,670.00	111,670.00
Advances to SDOs	1,773,378,113.24	781,939,394.21
Inter-agency transferred funds	14,292,323,166.10	11,200,718,475.09
<b>GRAND TOTAL</b>	<b>16,065,812,949.34</b>	<b>11,982,769,539.30</b>

*FY 2020 Current Year Advances*

## FY 2020 FO-NCR Budget Utilization Per T

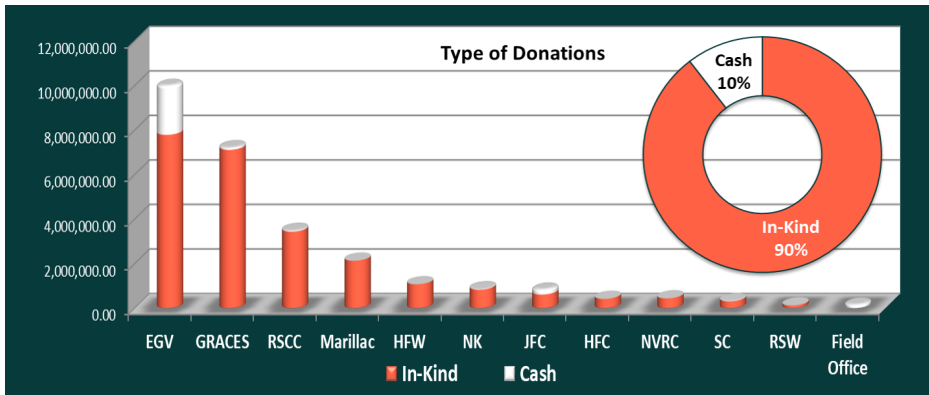
TYPE OF FUND PER PROGRAM	ADJUSTED ALLOTMENT
<b>Direct Release Fund</b>	
General Management and Supervision	57,943,000
National Household Targeting System for Poverty Reduction	4,438,600
Sustainable Livelihood Program	18,307,000
Provision of services to center based	473,449,000
Supplemental Feeding Program	235,028,400
Social Pension	1,270,410,000
Protective Service for Indiv. And Families	620,890,000
RRTP	1,230,000
Provision of Technical Assistance	93,936,200
RLIP-Regular	4,126,750
RLIP-SARO	181,000
<b>Total - Direct Release</b>	<b>2,779,939,000</b>
Miscellaneous - Personnel Benefit Fund	7,114,000
<b>Centrally Managed Fund</b>	
General Management and Supervision	4,753,690
Information & Communication Technology Service Management	13,150,100
National Household Targeting System for Poverty Reduction	508,021,000
Social Technology Dev't. And Enhancement	447,356,000
Formulation & Development of Policies & Plan	125,900,000
Pantawid Pamilyang Pilipino Program	345,417,700
Sustainable Livelihood Program	373,455,600
Provision of services to center based	114,904,300
Provision of Capability Training Programs	51,010,000
Services to Distressed Overseas Filipinos	485,428,000
Contigent Fund - Centenarian	9,806,000
Protective Service for Indiv. And Families	14,916,813,000
Assistance to Persons with disability & older person	1,240,550,000
Comprehensive Project for St Children, St families & Ips Esp. Badjaus	9,900,730,000
Tax Reform - UCT	6,490,450,000
RRTP	168,760,000
Assistance to victims of disaster and natural calamities	142,403,700,000
Standard Setting, Licensing Accreditation & Monitoring Service	981,548,000
Calamity Fund	66,656,000
SLP-LAG	101,745,100
<b>Total - Centrally-Managed</b>	<b>16,109,506,000</b>
<b>GRAND TOTAL</b>	<b>18,896,560,000</b>

## Type of Projects/Activities and Programs

ALLOTTED AMOUNT	OBLIGATION	BALANCE	% OF UTILIZATION
00.00	46,663,387.43	11,279,612.57	80.53%
00.00	4,220,475.02	218,124.98	95.09%
00.00	16,266,533.72	2,040,466.28	88.85%
00.00	398,272,851.43	75,176,148.57	84.12%
00.00	205,452,671.32	29,575,728.68	87.42%
000.00	811,690,842.18	458,719,157.82	63.89%
00.00	574,769,185.58	46,120,814.42	92.57%
0.00	1,219,058.00	10,942.00	99.11%
4.00	86,053,673.04	7,882,550.96	91.61%
0.00	5,992,562.69	(1,865,812.69)	145.21%
0.00	0.00	181,000.00	0.00%
974.00	2,150,601,240.41	629,338,733.59	77.36%
0.00	7,114,000.00	1,247,397,854.61	100.00%
9.00	3,964,740.00	788,959.00	83.40%
6.00	9,825,616.00	3,324,520.00	74.72%
1.15	179,684.74	328,336.41	35.37%
6.00	0.00	447,356.00	0.00%
0.00	0.00	125,900.00	0.00%
41.83	337,511,257.62	7,906,484.21	97.71%
98.60	29,366,101.81	344,089,596.79	7.86%
64.00	17,142,159.82	97,762,204.18	14.92%
0.00	38,939.68	12,070.32	76.34%
0.00	420,397.88	65,030.12	86.60%
0.00	9,647,424.41	158,575.59	98.38%
820.54	14,706,997,930.69	209,815,889.85	98.59%
0.00	605,000.00	635,550.00	48.77%
5.65	9,593,703.23	307,032.42	96.90%
2.84	3,802,956.19	2,687,496.65	58.59%
0.00	161,704.00	7,056.00	95.82%
14.26	134,054,905.64	8,348,808.62	94.14%
0.00	175,000.00	806,548.00	17.83%
00.00	59,551,494.70	7,104,505.30	89.34%
59.00	99,771,903.70	1,973,255.30	98.06%
094.87	15,422,810,920.11	686,695,174.76	95.74%
0,068.87	17,580,526,160.52	1,316,033,908.35	93.04%

## RESOURCE GENERATION

For CY 2020, the resource generation efforts of the Region reached a total amount of **Php 27,107,860.89** worth of donations from January to December 2020 both cash and in-kind. The top five [5] Centers with the most received donations are: Elsie Gaches Village (EGV), Golden Reception and Action Center for the Elderly and Other Special Cases (GRACES), Reception and Study Center for Children (RSCC), Marillac Hills (MH) and Haven for Women (HFW). The generated amount will be augmented on the food requirements, daily basic needs of the client, and improvement of facilities and structure of centers and residential care facilities.



C/RCF/FO	In-Kind	Cash	Total	% Share
EGV	7,786,391.27	2,214,091.90	10,000,483.17	36.89%
GRACES	7,111,998.53	108,000.00	7,219,998.53	26.63%
RSCC	3,438,776.01	52,450.00	3,491,226.01	12.88%
Marillac	2,132,694.25	0.00	2,132,694.25	7.87%
HFW	1,073,942.00	0.00	1,073,942.00	3.96%
NK	831,754.50	32,321.96	864,076.46	3.19%
JFC	613,759.14	233,232.08	846,991.22	3.12%
HFC	419,003.25	0.00	419,003.25	1.55%
NVRC	442,654.00	0.00	442,654.00	1.63%
SC	308,602.00	20,000.00	328,602.00	1.21%
RSW	118,700.00	0.00	118,700.00	0.44%
Field Office	0.00	169,490.00	169,490.00	0.63%
<b>GRAND TOTAL</b>	<b>24,278,274.95</b>	<b>2,829,585.94</b>	<b>27,107,860.89</b>	<b>100.00%</b>

# ASSESSMENT

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In CY 2020, Field Office-NCR 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 overall utilization as to obligation of 93.04% FY 2020 fund allocation, financial performance of the Field Office is on track.

Likewise, hereunder are the overall challenges encountered by the Field Office as well as its strengths exhibited for the year:

- 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:
  - ◆ Use of MTA of the e-service/online application, answering queries and concerns thru email and cellular phone call/text;
  - ◆ 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

- ◆ Online Adoption Forum and Technical Meeting with partners by Adoption Resource and Referral Section;
  - ◆ Online trainings/webinar in lieu to the face to face training in providing learning development interventions to DSWD staff, and LGUs as form of technical assistance.
- 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 FO's operation in relation to this function.
  - Amidst the pandemic, most of the FO-NCR staff are mobilized for the implementation of the SAP-ESP on top of their regular functions.

## 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 2021 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.
- For the creation of Cost of Service (COS)/Job order (JO) to be delegated to the Field Office instead of in the Central Office for an expeditious personnel action.
- For Central Office to continuously provide guidance to Field Offices along implementation of TARA Program for CY 2021 and developments in the SDCCA and its information system, and

Enhancement of the TARA Guidelines including the institutional arrangement for Field Offices indicating TARA Focal Persons lodged under Capacity Building Section following the institutional arrangement of the Central Office for better line of communication and coordination between FO and CO.

### **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.
- 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 DSWD Sulong Recovery Plan 2021-2022 in the Regional level in preparation in the operation in the context of Mandanas Ruling and transition to the new normal.

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SWO V/OIC Assistant Regional Director for Operations

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SWO V/OIC Assistant Regional Director for  
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**ADA A. COLICO**

SWO V/Chief &  
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