

Department of Social Welfare and Development
2nd SEMESTER/ANNUAL NARRATIVE ASSESSMENT REPORT
 CY 2020

FIELD OFFICE – NATIONAL CAPITAL REGION

PART 1

I. BACKGROUND INFORMATION

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

For CY 2020, DSWD Field Office-NCR planned to continuously carry out its function in providing technical assistance to its intermediaries and its programs/activities/projects aiming to achieve its five (5) Organizational Outcomes as its contribution in "Reducing Vulnerability of Individuals and Families" (Chapter 8) to further achieve the sectoral outcome in the Regional Development Plan 2017-2022 of National Capital Region which is: "To lay down the foundation for inclusive growth, a high-trust and resilient society and a globally competitive knowledge economy". However, Corona Virus Disease – 2019 (COVID-19) pandemic spread in the country which started in the first quarter of 2020 and affected the health, economic, social, physical and psychological well-being of the most vulnerable sectors of the population.

This resulted for the government to shift its focus and priorities to respond to the emerging needs of the country during the crisis. One of the responses is the enactment of the RA 11469 or the "Bayanihan to Heal as One Act", which directed the Department to implement the Social Amelioration Program (SAP) through its Emergency Subsidy Program (ESP). DSWD COVID-19 Response and Recovery Plan 2020 to 2022 was also adopted thru the Administrative Order No.3 series of 2020 to provide appropriate and responsive social protection programs and amelioration measures to mitigate the impacts of the pandemic in promoting and protecting the rights of the poor, vulnerable and marginalized sector¹. Likewise, the Metro Manila Development Authority (MMDA) crafted the Rehabilitation and Recovery Plan for the National Capital Region (RRP-NCR) to facilitate the transition of the Region to the "new normal" it also discusses the response interventions to be undertaken by the line agencies in the Region including DSWD-NCR to mitigate the identified impacts of the pandemic, and the rehabilitation and recovery strategies to adapt to the new normal.

With the commitment of the Field Office-NCR for the response, rehabilitation and recovery measures of the Department and the Region, the FO unceasingly performs its mandates tasks to deliver its programs and services despite the challenges encountered. Highlights of accomplishments as well as the challenges encountered by the FO for CY 2020 are covered in this report.

II. ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENTS

A. ASSESSMENT OF PHYSICAL ACCOMPLISHMENTS

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

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

¹ From the DSWD Administrative Order No. 3 series of 2020

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

Outcome Indicators	Accomplishments	Targets	Variance	Assessment
Promotive Social Welfare Program				
Percentage of compliance of Pantawid Pamilya children not attending school that returned to school	Qtr	Accom	Qtr	Target
	3 rd	100% (1,375/1,375)	3 rd	30.75% (423/1,375)
	4 th	100% (27,158/ 27,158)	4 th	30.75% (8,351/ 27,158)
			3 rd Qtr-952	<ul style="list-style-type: none"> 3rd Qtr – +69.25% Deviation (Major) 4th Qtr – +69.25% Deviation (Major)
		4 th Qtr-18,107		
Percentage of Pantawid Pamilya households not availing key health services that availed key health services	Qtr	Accom	Qtr	Target
	2 nd	100% (11,030/ 11,030)	2 nd	32% (353/11,030)
	3 rd	100% (12,068/12,068)	3 rd	32% (3,862/3,862)
	4 th	100% (11,737/11,737)	4 th	32% (27,158/ 27,158)
		2 nd Qtr-10,677	<ul style="list-style-type: none"> 2nd Qtr – +68% Deviation (Major) 3rd Qtr – +68% Deviation (Major) 4th Qtr – +68% Deviation (Major) 	
		3 rd Qtr-8,206		
		4 th Qtr-7,981		

In accordance to the declaration of suspension of *Pantawid Pamilyang Pilipino Program* Conditions under State of Emergency which led to the sudden suspension on the monitoring of both health and schools facilities, the monitoring of both compliance for these conditions have major deviations with the below reasons:

- For the 2nd quarter, the sudden implementation of lockdown and ECQ in NCR, 100% compliance was declared specially on the health conditionality resulted to provision of cash grant to all active households;
- For the 3rd quarter, Pantawid Pamilya members enrolled to the schools which started opening within June to September 2020 were tagged as compliant due to the declaration of force majeure across all regions. Likewise there are health facilities that forego monitoring of health conditions for children;
- In the 4th quarter, the resumption of all Program conditions was initiated in accordance with the NAC Resolution 3 s. 2020 signed by the DSWD Secretary. However, there were some school facilities that still requested under force majeure due to COVID-19 situation, and 2) natural disasters brought by typhoons Rolly and Ulysses.

On the other hand, *Sustainable Livelihood Program (SLP)* met the outcome targets in general with 78.75% of SLP households earning from microenterprises, and 100% of SLP households gainfully employed.

Furthermore, both Pantawid Pamilya and SLP have achieved the targets for the output indicators target with 198,092 of the 220,102 or 97.20% of the households provided with conditional cash grants and 1,451 or 117% of the 1,443 were assisted through the Microenterprise Development and Employment Facilitation Tracks.

A.2 Organizational Outcome 2: Wellbeing of Poor Families Improved**Residential and Non-Residential Care Sub-Program***Table A.2.1. Targets versus Accomplishments on Outcome Indicators- Residential and Non-Residential Care Sub-Program*

Outcome Indicators	Accomplishment	Targets	Variance	Deviation / Assessment
Residential and Non-Residential Care Sub-Program				
Percentage of clients in residential and non-residential care facilities rehabilitated:				
<i>Residential Facilities</i>				
a.1 RSCC	166% (75/45)	45	30	+67% (Major Deviation) The client's progress due to the interventions and helping strategies provided to them for their total growth and development. There was also huge impact on the ALOS and rehabilitated cases as ten care facilities (10) children were discharged in the center and these children have been staying in the center for more than five four (4) years and so.
a.11 Marillac Hills	99% (179/90)	90	89	+99% (major Deviation) Almost all of the clients were given skills training wherein 125 clients passed the National Competency II on Barista, Food and Beverages Services and Hilot Weelness. There are also clients who completed their testimonies in court with favourable PCAR that made them, reintegrated to their respective families. Because of limited number of clients, it now compliments the staff-client ratio wherein more efficient delivery of service was given to the clients.
a.14 Sanctuary Center	325% (91/28)	28	63	+225% (Major Deviation) New Admission was also put to a halt resulting to higher percentage of rehabilitated clients in the first semester. Also, when the admission of new clients resumed on June 15, 2020, none of the referring parties could provide the need for COIVD19 swab test result. Likewise, it was important to note that the whole of Sanctuary Center was on community Quarantine from July to November 23, 2020 because of infection. Movements, activities and sessions for clients were limited to health procedures and protocols.
a.15 Jose Fabella Center	52% (170/330)	330	-160	-48% (Major Deviation) The decreasing number/ failure to meet the target number of cases served for the year 2020 took place due to COVID -

Outcome Indicators	Accomplishment	Targets	Variance	Deviation / Assessment
				19 pandemic and directive to the center to stop the admission of cases in order to ensure the safety of the center's staff and residents. The increase in the number of cases may possibly be observed once the COVID-19 has been eradicated and the center has already enough facilities for the said purpose.
a.16 GRACES	26% (70/30)	30	40	+133% (Major Deviation) Most of the rehabilitated residents are still inside the center. Communication letters are sent to their respective LGUs in hopes of reintegration to family however responses are scarce. Additionally, some of the residents' families chose to decline to take the residents' custodies.
<i>Non-Residential Facilities</i>				
b.1 RSW	66% (6/9)	6	-3	-33% (Major Deviation) Rehabilitated /discharged clients for the 3rd Quarter were affected due to situation of COVID-19 (Community Quarantine) Note: 1 Client was terminated / dropped due to death (illness) on July 29, 2020.
b.2 NVRC	332% (73/22)	22	51	+232% (Major Deviation) Exceeded the target due to no admission of clients in the second quarter brought about by ECQ COVID 19 which affected the rate of rehabilitated clients.
b.5 INA Healing Center	235% (47/20)	20	27	+135% (Major Deviation) INA Healing Center exceeded its annual target because along the conduct of Online or TeleKamustahan with the bereaved clients, IHC also conducted face to face Grief Recovery Program Sessions amidst COVID-19 with observance of physical distancing and other health safety protocols that contributed to client's healing and recovery.

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

Output Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Residential Care Sub-Program				
Number of clients served a. RSCC	86 clients	150 clients	-64	<ul style="list-style-type: none"> -43% Deviation (Major Deviation) No cases were admitted for this year. RSCC strictly enforce adherence to health and safety protocols for the best

				welfare of children and security of children under the Center's care. Referral of children for consultancy/laboratories to outside hospital were limited due to Covid19 except for emergency cases that referral of concerned children for routine laboratories were referred to nearby hospitals.
i. Haven for Women	146 clients	250 clients	-104	<ul style="list-style-type: none"> ▪ -42 % Deviation (Major Deviation) There is limited number of admission of new cases for this year due to the pandemic.
o. Jose Fabella Center	356 clients	1,650 clients	-1,294	<ul style="list-style-type: none"> ▪ -78% Deviation (Major Deviation) The target plan for number of cases served was not accomplished considering the existence of COVID 19 and strict physical movement being implemented by LGUs as well as putting up of temporary facilities for street dwellers by some LGUs within their respective jurisdiction to avoid proliferation of constituents infected with COVID-19. Likewise, there was a directive to stop the admission of clients in the center amid COVID 19 pandemic for the purpose of preventing transmission of virus inside the center.
p. GRACES	161 clients	300 clients	-139	<ul style="list-style-type: none"> ▪ -46% Deviation (Major Deviation) There are unexpected admissions from other government agencies, LGUs and walk-in clients were observed throughout the year, however, due to the ongoing COVID-19 crisis and the ongoing major construction within GRACES, the total clients served is less than the target for CY 2020.
Non-Residential Care Sub-Program				
e. INA Healing Center	140 clients	186 clients	-66	<ul style="list-style-type: none"> ▪ -35% Deviation (Major Deviation) Although partner B/LGUs and NGO has identified bereaved clients for referral, IHC didn't hit the target number of clients served for this semester due to the Implementation of Community Quarantine.

Overall, the outcome indicator target for the Residential and Non-Residential Care Program were achieved with 34.60% or 892 out of the 2,578 served clients in the residential and non-residential care facilities were rehabilitated as reported in the HPMES Form 4. There have been even positive major deviations on the number of rehabilitated clients despite the fact that some activities in the centers that were deferred. This can be attributed not just to the continuous case management and provision of both therapeutic and rehabilitative services to the clients, but also due to the overall decrease in the admission affecting the rate of the rehabilitated clients.

However, there is an overall major deviation (-40.2%) on the number of served clients (output indicator) with only 2,578 clients served of the 4,309 target this year. The pandemic affected the admission of the residential and non-residential care facilities due to the following reasons: 1) moratorium on the admission of new cases in some residential care facilities to ensure the safety of residents and staff; 2) bereaved clients of COVID-19 cases and others referred by LGUs are not yet ready to engage in the program since they experience anxiety and fear caused by the Pandemic; 3)

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

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

Supplementary Feeding Sub-Program

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

Output Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Supplementary Feeding Sub-Program				
Number of children in CDCs and SNPs provided with supplementary feeding b. 10 th Cycle Implementation (2020-2021)	0	100,491	-100,491	-100% (Major Deviation) <ul style="list-style-type: none"> Bidding process for the 10th cycle was done; however, due to the Post Qualification (Assessment of Post Qualification Documents submitted by the lowest calculated bidder), the bidding had failed; hence, the delayed implementation of the program.

For the 9th cycle implementation, out of sixteen LGUs, only 14 LGUs namely: Las Piñas, Caloocan, Malabon, Makati, Mandaluyong, Marikina, Muntinlupa, Navotas, Parañaque, Pasig, Pateros, San Juan, Taguig and Valenzuela were provided with fund augmentation and implemented with supplementary feeding. Out of 100,491 target children to be served, actual beneficiaries had increased to 103,524 exceeding the target for SFP 9th cycle.

Social Welfare for Senior Citizens Sub-Program

Table A.2.4. Targets versus Accomplishments on Output Indicators- Social Welfare for Senior Citizens Sub-Program

Output Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Social Welfare for Senior Citizens Sub-Program				
Number of senior citizens who received social pension within the	1 st Sem - 158,681 2 nd Sem - 3,023	205,784	1 st - 47,104 2 nd -192,762	-84% (Major Deviation) – 2nd Sem <ul style="list-style-type: none"> Due to the prevalence of CoVid-19, Transfer of fund was initiated to 17

Output Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
quarter				<p>LGUs in Metro Manila as safety measure to ensure the safety of Senior Citizen in claiming their Social Pension stipend. However, Some LGU have not yet started their Pay-out due to simultaneous cash Pay-out of Social Amelioration Program (SAP)</p> <ul style="list-style-type: none"> ▪ Some LGUs have difficulty in planning the best mechanism to institute in doing pay-out given that the senior citizens are one of the vulnerable sectors to be affected by CoVid-19. LGUs consider all the precautionary measures and protocols in conducting pay-outs given that Metro Manila undergo Enhance Community Quarantine. ▪ Some LGUs claimed their Cheque late which affected the slow implementation of Social Pension Pay-out.

In CY 2020, a total of 205,785 indigent senior citizens are targeted to be provided with social pension. Out from the said target only 154,309 beneficiaries are on the clean list downloaded by the DSWD-Central office. For the 2nd semester of 2020, FO-NCR was able to transfer funds to seventeen (17) LGUs amounting to ₱580,953,000.00 but only the LGUs of Marikina and Mandaluyong have started the payout while payout for the remaining 15 LGUs are scheduled in January 2021. Delayed implementation of 2nd semester SocPen pay-out was due to delayed signing of Memorandum of Agreement (MOA). Thus, City Mayors ask first the City Councilors concurrence and resolution with guidance of their City legal officers prior signing the said MOA.

As for the provision of cash gifts for the centenarians, 99 or 110% of the 90 target centenarians were provided with cash gifts. The 9 additional centenarians who applied for the cash gift were facilitated by the Region with Central Office fund augmentation amounting to Php 900,000.00.

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

Table A.2.5. Targets versus Accomplishments on Outcome Indicators- Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program

Outcome Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program				
Percentage of clients who rated protective services provided as satisfactory or better (AICS)	<p>99.82%</p> <p>77.07% (5,199/7,705) - Very Satisfied</p> <p>22.30% (1,718/7,705) - Satisfied</p>	90%	9.82%	

a. Assistance to Individuals in Crisis Situation

For CY 2020 Crisis Intervention Section (CIS) and Crisis Intervention Section – Offsite Serbisyo (CIS-OS) served a total of 126,982 beneficiaries with -28% deviation from the 176,776 target for this year. Delayed issuance of Sub-Allotment Authority (SAA) and Notice of Cash Allocation (NCA) in the first quarters which consequently deferred process flow of provision of assistance both through cash and guarantee letters, and due to Covid-19 starting March 17,2020 the Central Office forwarded a Guidelines limiting a maximum of 50 clients per day, affected the program in meeting its target for the year.

b. Minors Travelling Abroad

Table A.2.6. Targets versus Accomplishments on Output Indicators- Minors Travelling Abroad

Output Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program				
Number of minors traveling abroad issued with travel clearance	2,872	10,000	7,128	<p>-71% (Major Deviation)</p> <p>The declaration of community quarantine brought by the COVID-19 pandemic affects the people's mobility as ingress and egress to and from the country have been restricted, causing the major reduction of number of tourist individuals travelling abroad. Limited travel abroad permit was imposed considering the travel restrictions.</p> <p>The eService Online Application for Minor Travelling abroad Section is experiencing malfunction, thus the section is still accepting walk-in applicants wherein the Region conducts the checking of completeness of the documents.</p>

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

c. Comprehensive Program for Street Children, Street Families and Badjaus

Table A.2.6. Targets versus Accomplishments on Output Indicators-Comprehensive Program for Street Children, Street Families and Badjaus

Output Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program				
Number of Street Children, Street Families and IPs served:				
a. Children at Risk	1281	750	531	+71% (Major Deviation)
b. Sama-Bajau Children	328	290	38	+13% (Minor Deviation)
c. Families at Risk	714	130	584	+449% (Major Deviation)
d. Sama-Bajau Families	364	153	211	+138% (Major Deviation)

The COVID-19 pandemic and ensuring community quarantine measures have greatly affected staff's mobility, limiting their opportunities for face to face interaction with their colleagues and other stakeholders. It has been very challenging that it has affected the schedules of the work plan for the program. Planned programs, activities and services, assessment and/or validation of targeted beneficiaries for Educational Assistance, Livelihood Capital Assistance, Cash for Work among others were halted due to the pandemic. In accordance to the protocol of pandemic, Educational Assistance Program (EAP) and other activities were replaced by provision of hygiene kit for children and noche Buena package for families.

d. Alternative Family Care Program

Table A.2.7. Targets versus Accomplishments on Output Indicators-Comprehensive Program for Street Children, Street Families and Badjaus

Output Indicators	Accomplishments	Target	Variance	Deviation / Assessment								
Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program												
Number of children served through Alternative Family Care Program												
a. 3.1.1 Number of Children Placed Out for Domestic Adoption	158	236	-78	<p>-33% (Major Deviation) Due to COVID-19 and the movement/transaction restrictions caused by the implementation of community quarantines, certain documentary requirements for CDCLAA applications/ petitions are difficult to secure, among other direct and indirect effects.</p> <p>Hence, CDCLAA applications/ petitions (A/ Ps) submitted or filed in the Field Office by partner CCAs/ CPAs/ LGUs/ RCFs has declined by an average of 38% vis-à-vis cases received in CYs 2018 and 2019.</p> <table border="1"> <tr> <td>Year</td> <td>No. of received A/Ps</td> </tr> <tr> <td>2018</td> <td>170</td> </tr> <tr> <td>2019</td> <td>168</td> </tr> <tr> <td>2020</td> <td>101</td> </tr> </table> <p>Carry-over cases from previous years which have comments/ recommendations for compliance are also difficult to facilitate at present due to above- mentioned situation/ limitations/ restriction.</p>	Year	No. of received A/Ps	2018	170	2019	168	2020	101
Year	No. of received A/Ps											
2018	170											
2019	168											
2020	101											
▪ 3.1.1 Issued with CDCCLAA	122											
▪ 3.1.2 Issued with PAPA/ACA	36											

Occurrence of the COVID-19 pandemic urged the Region to augment its entire staff to implement the Social Amelioration Program-Emergency Subsidy Program (SAP-ESP). All of the staff of FCS reported in SAP leaving the case management of the foster care case thus, the result of many backlogs on the recruitment, development, case management, and monitoring on Foster Care Program. Also, a skeletal force and work-from-home work arrangement is being implemented. These factors has contributed to the under accomplishment for the development of regular foster families and placement of eligible children under foster care program for the 1st semester which also affected the accomplishments for the 2nd semester.

e. Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program

Table A.2.6. Targets versus Accomplishments on Output Indicators-Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program

Output Indicators	Accomplishments	Target	Variance	Deviation / Assessment
Protective Program for Individuals, Families and Communities in Need or in Crisis Sub-Program				
Number of trafficked persons provided with social welfare services <ul style="list-style-type: none"> ▪ Trafficked Persons <ul style="list-style-type: none"> a. Adult b. Children c. Youth d. PWDs e. Senior Citizens 	720	420	300	+71% (Major Deviation) Positive deviation is due to the increase in the number of Off-loaded and TIP at NAIA Terminal 1,2 and 3. The immense number (705) of served deportees/ repatriates (vis-à-vis target) was due to the Pandemic and crisis abroad. <i>Note: The accomplishment reflected are from CBSS, NAIA Task Force Against Trafficking and FO-NCR Centers/ Residential Care Facilities</i>

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

Table A.3.1 Targets versus Accomplishments on Output Indicators- Immediate Relief and Early Recovery of Disaster Victims/Survivors Ensured

Outcome Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
Number of DSWD QRTs trained for deployment on disaster response	0	60	-60	-100% (Major Deviation) There had been no trainings conducted for CY 2020. Hence, allocated budget were withdrawn by the Central Office for modification to COVID-19 response operation purposes.

The provision of augmentation support to individuals and families affected by natural and human-induced hazards has to operate continuously. Hence, ensuring the availability of resources in the form of food and non-food items including programs/services to effectively and efficiently address the immediate needs of those adversely affected.

The Disaster Response Management Division had monitored and reported 37 disaster occurrences for CY 2020: thirty-three (33) fire incidents, flooding incidents brought about by Typhoon “Rolly” and “Ulysses”, the Taal Volcanic Eruption, and the COVID-19 pandemic. As such, a total of Php 246,239,354.29 worth of assistance was provided for the 448,433 affected families or 1,881,715 individuals coursed through/ requested by LGUs, legislators, and various intermediaries.

Further, DRMD had also endorsed requests to other Units of FO-NCR for possible assistance and inclusion to other appropriate programs or services. Moreover, other requests were also referred/ endorsed to the concerned LGUs for further assessment and appropriate intervention. Moreover, for CY 2020, DRMD implemented Cash for Work (CFW) Program in 11 LGUs namely Pateros, Marikina, Pasay and Valenzuela, Taguig, Malabon, Caloocan, Mandaluyong, Navotas, Quezon City and Las

Piñas. A total of 24,486 beneficiaries were served through Cash for Work amounting to Php 99,168,300.00.

Lastly, A total of 417,397 Family Food Packs, 75 Dignity Kits, 50 tents, 24,027 Sanitary Kits, 400 Face Masks, 606 Hygiene Kits, 2,788 Sleeping Kits, and 300 diapers amounting to a total of Php219,903,494.62 were provided by DSWD-NCR to LGUs and other partners/NGOs/POs/Others in response to the enhanced community quarantine in Metro Manila due to COVID-19.

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

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

Outcome Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
a. Total Number of SWDAs Monitored	120% (12/8)	100% (8/8)	50% (4)	+50% (Major Deviation) Monitoring visit to active SWDAs was conducted thru online/virtual due to the COVID 19 pandemic which contributed to the additional accomplishments
b. Total No. of SWDAS with sustained compliance to SWD standards	120% (12/8)	100% (8/8)	50% (4)	

Table A.4.2 Targets versus Accomplishments on Output Indicators

Output Indicators	Accomplishments	Targets	Variance	Assessment
4.1 Number of SWAs and SWDAs registered, licensed and accredited a. Registered and Licensed SWAs b. Registered Auxiliary SWDAs	29 34	15 21	14 13	+93% (Major Deviation) +61% (Major Deviation) There is an increase in the number of applications for registration from SWAs and auxiliary SWDAs in CY 2020.
4.3 Number of service providers accredited a. SWMCCs c. DCWs/DCCs	7 220/219	5 420	2 -200/201	+40% (Major Deviation) Continuous provision of technical assistance and follow-up to the local government units contributed in the additional accomplishment for the accredited social workers managing court cases. -52.38/-52.14 (Major Deviation) 52.38% / 52.14% Minor Deviation as the FO-NCR through the Standards Section focused on the on-going provision of necessary technical assistance (visit and orientation of the new guidelines) on issuance of registration, permit and recognition to public and private centers.

Standards Section (SS) is committed to achieve all the Key Result Indicators under the Organizational Outcome 4 (OO4). Due to the current health crisis brought by COVID19 pandemic, there is difficulty on meeting the target especially on the accreditation of Day Care Center and Workers.

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

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

Outcome Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
5.1 Percentage of LSWDOs with improved functionality				
▪ Baseline Result	0% (0)	12% (2 LGUs)	-100% (-2)	-100% (Major Deviation)
▪ Assessment Result	0% (0/17)	Level 2 – 13 Level 4 – 4	-100% (-17)	

The target for baseline assessment of the two [2] remaining LGUs (Marikina and Quezon City) was not conducted as per schedule in the 1st semester of CY 2020 due to the implementation of Enhance Community Quarantine (ECQ), Modified Enhance Community Quarantine (MECQ), and General Community Quarantine (GCQ) in NCR and in compliance to the 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" suspending conducts of trainings, seminars, conferences, meetings, fora, travels and any similar activities that will involve mass gatherings due to COVID-19.

Likewise, schedule for the 2nd Semester in November and December was not conducted since the LGUs were actively engaged in SAP implementation in these months and disaster response operation due to typhoons Rolly and Ulysses that affected the Region in November 2020.

Furthermore, assessment of the said LGUs and reassessment of the fourteen (14) LGUs were deferred while waiting for the Orientation on Service Delivery Capacity and Competency Assessment Information System (SDAA-IS).

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

Outcome Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
5.1 Number of learning and development interventions provided to LGUs (through LSWDOs)	66.66% (4/6)	6	-2	-33% Major Deviation

Technical assistance activities for CY 2020 indicated in the CY 2020-2022 TARA plan for were not conducted pursuant to DSWD Advisory No.1 series of 2020 and Declaration of ECQ, MECQ and GCQ in Metro Manila and Luzon because of COVID-19 pandemic. However, there are still technical assistance activities provided to the partner LGUs not indicated in the Plan. These were conducted prior the declaration of community quarantine, thru virtual conferences/meetings, and during the 4th quarter with limited number of participants when venues already accepted small number of participants. Below are some of the TA activities for the LGUs for CY 2020:

Table A.5.3 FO-NCR Technical Assistance Activities

Activity	Date	Participating LGUs
1. Parenting Effectiveness Service (PES) Implementation	February 17, 2020	Las Piñas, Malabon, Mandaluyong, Manila, Marikina, Muntinlupa, Navotas, Parañaque, Pasig, Pateros, Quezon City
2. Consultation Meeting with LGU Focal on Trafficking In Persons (TIP)	February 10, 2020	Pateros, Taguig, Pasig, Pasay, Malabon, Parañaque, Valenzuela
3. TIP Program Implementation Review	February 10, 2020	All 17 LGUs
4. 1st Quarter C/MSWDO Meeting	March 4, 2020	Navotas Malabon Manila Makati Mandaluyong Caloocan Valenzuela Taguig Parañaque Las Piñas
5. Men Opposed to VAW Everywhere (MOVE) Seminar	February 5-7, 2020	CSWDO Pateros
6. Implementation of Aruga at Kalinga sa mga Bata sa Barangay (Foster Care sa Barangay) Project in the City of Valenzuela	February 13, 2020	CSWD Valenzuela
7. Program Implementation Review for 2019	March 5-6, 2020	CSWD Valenzuela
8. Orientation on GAD Planning (with PWD)	March 8, 2020	All 17 LGUs
9. Consultation Dialogue with Intermediaries re: Referral System on cases of Trafficking in Persons (TIP) and Online Sexual Exploitation of Children (OSAEC)	March 11, 2020	Pasig, Valenzuela, Parañaque, Makati, Pasay, Manila, Mandaluyong, Pateros, Taguig
10. Consultation Dialogue with LGUs re: SAP-ESP Implementation	May 18, 2020	All 17 LGUs
	June 15, 2020	All 17 LGUs
11. Regional Committee Against Trafficking-Violence Against Women and Children - Anti-Child Pornography (RCAT-VAWC-ACP) Teleconference	July 30, 2020 via Google Meet	Pateros, Parañaque (With Partner Gas/NGOs)
12. RCAT-VAWC-ACP Teleconference	July 30, 2020	Inter-agency
13. Webinar on Community on Fight Against Trafficking in Persons	July 31, 2020	All 17 LGUs
14. Meeting with CSWDD re: Submission of SAP 1st Tranche Beneficiaries, Completion of Requirements and Submission of Liquidation Report	July 7, 2020	Malabon
15. Meeting with the Malabon Office of the Mayor, CSWDD and USSC re: Implementation of Mobile Caravan Payout	August 28, 2020	Malabon
16. Coordination Meeting with Local Government Units Focal Persons on Women	August 2020	All 17 LGUs
17. Provision of assistance to Solo Parents/refugees, VAWC victims and other victims of Human Rights	August to November 2020	Las Piñas, Malabon, Manila, San Juan, Pasay, Pateros, Muntinlupa, Valenzuela, Makati
18. Virtual Meeting with LGU's TIP Focal Person / NGO's Social Worker and CRCF Social Worker	August 6, 2020 VIA Google Meet	Taguig, Makati, Valenzuela, Manila, Pasay, Marikina
19. Virtual Semestral Meeting on Women, Family and Community Sector	August 4, 2020 via Google Meet	San Juan, Marikina, Pateros, Pasay, Muntinlupa, Malabon, Navotas
20. TA on Management of Sexual Abuse	3rd Quarter 2020	Pasig

Activity	Date	Participating LGUs
21. Review of MOO of Women Crisis Center	3rd Quarter 2020	Parañaque
22. Case Conference on Managing Abuse Cases	3rd Quarter 2020	Muntinlupa City
23. Series of Webinar re: Coordination Meeting with the Local Government Units on SAP-ESP Implementation	3rd Quarter 2020	All 17 LGUs
24. Series of Webinar re: Coordination Meeting with the Financial Service Providers with the LGU Coordinators and Local Government Units	3rd Quarter 2020	All 17 LGUs All FSPs LGU Coordinators
25. Orientation on SAC Uploading of Masterlist of Beneficiaries	3rd Quarter 2020	All 17 LGUs
26. DSWD-LGU Coordination Meeting with LGUs re: SAP Payout	4th Quarter 2020	All 17 LGUs and LGU Coordinators
27. Resilience: Coursing Through Life's Stresses and Strains Productivity (Webinar Sessions)	October 6,9, and 12, 2020	Las Pinas, Pasig, Mandaluyong, Malabon, Makati, Navotaas, Quezon City, Marikina, Paranaque, Pasay, Valenzuela, Manila
28. Webinar on Gsuite Applications Retooling Series	1st Batch- October 21 and 23, 2020 2nd batch- October 26-27,2020 3rd batch- October 29-30,2020	Las Pinas, Pasig, Mandaluyong, Malabon, Makati, Navotaas, Quezon City, Marikina, Paranaque, Pasay, Valenzuela, Manila, Caloocan, Taguig, Muntinlupa
29. Learning Session on Logistics Management for LGUs	November 19,23, and 26, 2020	Las Pinas, Mandaluyong, Makati, Navotaas, Paranaque, Pasay, Manila, Caloocan, Taguig
30. Program Implementation Review of DSWD-NCR and City/Municipal Social Welfare and Development Offices	November 25-26, 2020	Las Pinas, Pasig, Mandaluyong, Malabon, Makati, Navotas, Quezon City, Paranaque, Pasay, Valenzuela, Manila, Caloocan, Taguig, Muntinlupa, Pateros, san Juan
31. Policy FORUM: Domestic Administrative Adoption Bill	November 26, 2020	Pasay, Manila, Makati, Navotas, Las Piñas
32. KALIPI Convention	December 20, 27, 29 & 30	All 17 LGUs
33. Consultation Dialogue with Partners on the Functionality of LCAT-VAWC	December 10 & 11, 2020	17 LGUs (RIACAT-VAWC partners, VAW Desk Officers, KALIPI)
34. KALIPI and SOLO PARENT NCR-FEDERATION Meeting cum Planning for CY 2021	December 4, 2020	Parañaque, Pasay, Marikina, Valenzuela, Las Piñas, Pateros, Manila, Caloocan, Mandaluyong, Malabon, Muntinlupa, San Juan, Makati

Moreover, there are no Resource Augmentation (RA) needs from the result of the Service Delivery Assessment (SDA) thus, no RA activities were indicated in the TARA Plan nevertheless, FO-NCR provided augmentation assistance upon request of the Local Government Units (LGUs) and Legislators for the affected areas due to natural disaster occurrences and in response to the COVID-19 Pandemic.

A.6 SUPPORT TO OPERATION

Table A.6.1 Targets versus Accomplishments on Support to Operation Performance Indicators

Performance Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
6.9 Number of intermediaries replicating completed social technologies	0	1	-1	<p>-100% (Major Deviation) The region is ongoing process of replicating the Yakap Bayan in Malabon City as the pilot city for implementation for CY 2021.</p> <p>The WiSUPPORT program is in the initial stage of implementing e.g. undergone training for 20 SW and Psychologists of the Region. Succeeding meetings will be held on January 29, 2021 to plan out the pilot testing of the WiSUPPORT of the region.</p>
6.10 Number of completed social technologies promoted	4	1	2	<p>+300% (Major Deviation) The following social technologies were promoted during the conduct of STU Serye online session:</p> <ol style="list-style-type: none"> 1. The Pathway to recovery Yakap Bayan Program – An Orientation on the implementation of Yakap Bayan; 2. Care for our Elderly – An orientation on the implementation of RESPECC; 3. Orientation on the implementation of Aruga at Kalinga; and 4. Provision of financial assistance charged to PSP which was held on December 30, 2020 to 103 caregivers and senior citizens under the RESPEC program of Brgy. Ugong, Malinta, Valenzuela City.
6.16 Number of households assessed for special validation for the UCT Program	0	90,781	- 90,781	<p>-100% (Major Deviation) There is no Special Validation for the UCT Program but Special Validation of Household Assessment are scheduled on CY 2021 per approved revised timeline.</p>
6.26 Number of social marketing activities conducted				
a. Information caravans	9	4	5	<p>+125% (Major Deviation) The positive variance is due to the need to advocate other programs and services being implemented by the DSWD despite pandemic.</p>
b. Issuance of press releases	81	24	57	<p>+238% (Major Deviation) / +567% (Major Deviation)</p>
c. Communication campaigns	20	3	17	<p>The variance in press releases issued reflects the increase in demand for news and stories that support the implementation of the Social Amelioration Program of the Department. Further, SMO Focals of CRCFs are still required to submit 2 News Articles and 1 Success Stories per quarter, subject for review and repackaging of SMO's Information Officers which also resulted to the variance in issued press releases.</p> <p>From January to December 2020, the SMO conducted various activities to heighten the advocacy drive for the Social Amelioration Program - Emergency Subsidy Program (SAP-ESP) of the Department, in relation to the</p>

Performance Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
				whole-of-nation response to COVID-19. This resulted to the positive variance in number of written materials produced. There is also a need to boost the advocacy efforts of the other programs and services implemented apart from ESP-SAP.
6.27 Number of IEC materials developed	6	3	3	+100% (Major Deviation) Six (6) knowledge products on social welfare and development services as of 3rd Quarter CY 2020.
6.29 Number of knowledge sharing sessions conducted	10	6	4	+100% (Major Deviation) Ten [10] knowledge sharing sessions were conducted from January to December 2020.

A.7 GENERAL ADMINISTRATION AND SUPPORT

Table A.6.1 Targets versus Accomplishments on Support to Operation Performance Indicators

Performance Indicators	Accomplishments	Targets	Variance	Deviation / Assessment
7.1 Percentage of positions filled-up within timeline	40.66% (196/482)	100%	-59.34%	-59.34% (Major Deviation) 1. Enhanced Community Quarantine enforced during latter part of March affected onboarding process of new hires and completion of documents of applicants. Full recruitment process resumed during the month of July. 2. Insufficient manpower of HRPPMS. 3. Fast attrition rate at Pantawid Pamilya. 4. Simultaneous Hiring of JO, MOA, and Contractual Workers 5. Limited number of applicants. 6. Applicants had difficulty complying with basic requirements despite the considerations provided by HRPPMS. However, despite this, attempts were made through the installation of online recruitment system as well as development of adequate HRMPSB online interview system translated through an approved guideline on the Online Recruitment System during the Pandemic. 7. Difficulty complying with competency requirements (i.e., Psychologist - I MA level for SG 11 salary - 7 positions available).

A.8 SOCIAL AMELIORATION PROGRAM – EMERGENCY SUBSIDY PROGRAM

A.8.1. First Tranche and Second Tranche – Pantawid

As of December 31, 2020, a total of 224,415 (with cash card–221,764 and without cash card- 2,651) or 99.16% Pantawid Pamilya beneficiaries were provided SAP-ESP first tranche as against the target of 226,308 Pantawid Pamilya beneficiaries. A total of ₱1,492,359,750.00 were utilized vis-à-vis total fund allocation of ₱1,504,948,200.00.

Likewise, for the second tranche a total of 215,934 (212,792 -with cash card and 3,142 without cash card) or 99.83% Pantawid Pamilya beneficiaries were provided SAP-ESP as against the target of

216,309 Pantawid Familya beneficiaries. A total of ₱1,435,961,100.00 was utilized vis-à-vis total fund allocation of ₱1,438,454,850.00.

A.8.2 First Tranche and Second Tranche – Non-Pantawid

As of December 31, 2020, a total of 1,553,514 or 99.67% of the qualified families with accomplished SAC forms were provided with SAP-ESP as against the target of 1,558,615 families amounting to ₱12,428,112,000.00 vis-à-vis budget allocation of ₱12,468,920,000.00.

On the other hand, for the second tranche, a total of 1,390,558 or 89.54% of 1,553,052 target beneficiaries were funded with SAP-ESP and submitted to the Financial Service Providers (FSPs) amounting to ₱11,124,464,000.00 vis-à-vis budget allocation of ₱12,424,416,000.00. Out of 17 LGUs, 8 LGUs namely Manila, Quezon City, Caloocan, Malabon, Pateros, Pasig, Muntinlupa and Parañaque has reported the implementation of second tranche with 525,040 total number of actual beneficiaries who claimed their cash subsidy or 33.81% vis-à-vis 1,553,052 of the total target beneficiaries with a total amount disbursed of ₱4,200,320,000.00 vis-a-vis budget allocation.

A.8.2 Waitlisted/Left-out Family (1st and 2nd Month)

A total of 1,600,016 beneficiaries or 97.05% of the 1,625,154 target beneficiaries were funded and submitted to FSPs with a total disbursed amount of ₱12,800,128,000.00 vis-à-vis budget allotment of ₱13,001,232,000.00. However, a total of 1,228,293 actual beneficiaries have received subsidy amounting to ₱9,807,744,000.00.

A.8.3 Bayanihan 2 - ESP

A total of 31,951 families or 38.12% were provided with Bayanihan 2 Emergency Subsidy vis-à-vis 83,814 target families with a total amount disbursed of ₱255,608,000.00 vis-à-vis ₱670,512,000.00 fund allocation.

A.8.4 Livelihood Assistance Grant (LAG)

A total of Php98,970,000.00 or 99.19% of the Php99,780,000 allocation was already disbursed to 6,798 LAG beneficiaries out of the 6,759 target. There are 54 beneficiaries amounting to Php810,000.00 or 0.81% that are for refund due to absence during pay-out due to different reasons.

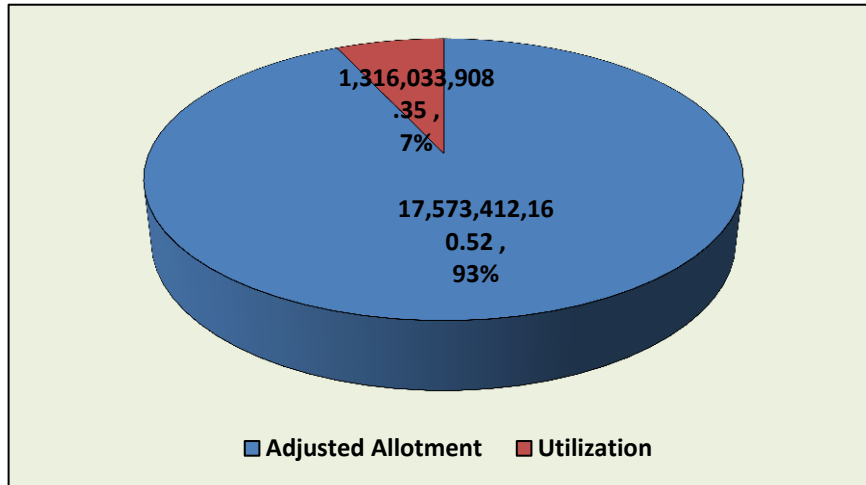
B. ASSESSMENT OF FINANCIAL ACCOMPLISHMENT

For FY 2020, the Field Office has a total fund allocation of Php 19,743,413,635.84 coming from the *Direct Release* and *Centrally Managed Fund of Current and Continuing Appropriation* adjusted in compliance to the National Budget Circular No. 580 or the Adoption of Economy Measures in the Government Due to the Emergency Health Situation. From the total adjusted allotment, total utilization rate as to obligation is 93.09% with the below breakdown:

1. FY 2020 CURRENT FUND

	Adjusted Allotment	Utilization	Balance	%
Direct Release	2,779,939,974.00	2,150,601,240.41	629,338,733.59	77.36%
Centrally Managed	16,109,506,094.87	15,422,810,920.11	686,695,174.76	95.74%
Total	Php18,889,446,068.87	Php17,573,412,160.52	Php1,316,033,908.35	93.03%

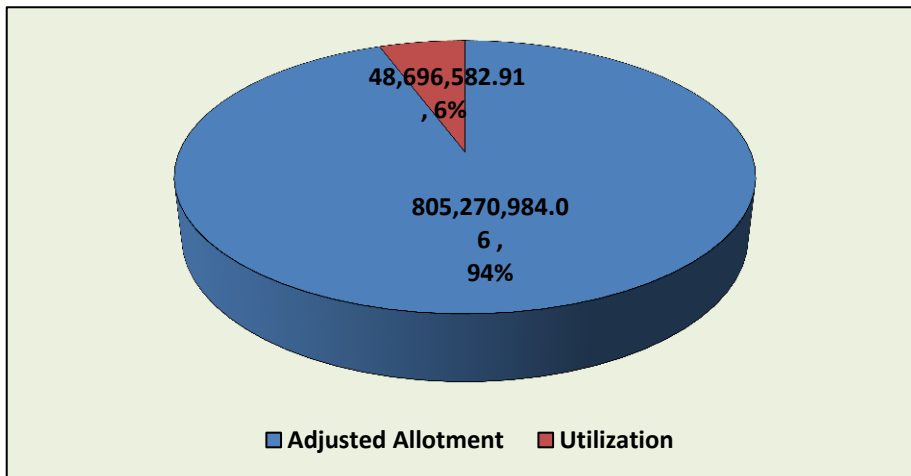
Chart 1. CY 2020 Current Fund Utilization as to Obligation



2. FY 2019 CONTINUING FUND

	Adjusted Allotment	Utilization	Balance	%
Direct Release	460,427,097.51	443,802,590.51	16,624,507.00	96.39%
Centrally Managed	393,540,469.46	361,468,393.55	32,072,075.91	91.85%
Total	Php853,967,566.97	Php805,270,984.06	Php48,696,582.91	94.30%

Chart 2. CY 2019 Continuing Fund Utilization as to Obligation



Breakdown per program/activities/projects is shown in the Annexes A and B. Overall, the Field Office’s fund utilization is on track, however, other programs specifically those that provide technical assistance to intermediaries (LGUs and SWDAs/SWAs) have low utilization (MOOE) caused by the cancellation of activities under representation expenses and trainings in compliance to Advisory No.1 series of 2020.

III. CONCLUSION

In CY 2020 Field Office achieved most of its physical targets but with some major positive and negative deviations mainly attributed to the prevention, control, and mitigation measures of the

Department as a response to the COVID-19 Pandemic. With and overall the utilization as to obligation of 93.09 FY 2020 fund allocation, financial performance of the FO is on track.

Likewise, hereunder are the overall challenges encountered by the FO as well as its strengths exhibited for the 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:
 - a. Use of MTA of the e-service/online application, answering queries and concerns thru email and cellular phone call/text
 - b. Online/TeleKamustahan approach for INA Healing Center which enables the center to provide continues grief counseling and assess the bereaved client's level of recovery in relation to their grief
 - c. Online Adoption Forum and Technical Meeting with partners by Adoption Resource and Referral Section
 - d. 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 FO-NCR staff most of our staff are mobilized for the implementation of the SAP-ESP on top of their regular functions.

IV. RECOMMENDATIONS

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

For the Central Office:

- Considering the current situation in the country, especially in the National Capital Region with high incidence of confirmed cases, due to COVID-19 pandemic, it is being recommended that for some targets for CY 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.