

**NARRATIVE ACCOMPLISHMENT REPORT
JANUARY TO DECEMBER 2022**

I. BACKGROUND INFORMATION

The Department of Social Welfare and Development (DSWD), as the leader in social protection, continuously implements the Assistance to Individuals in Crisis Situation (AICS) program to support government efforts in providing aid to individuals and families seeking assistance. The AICS program serves as a stop-gap measure to support the recovery of individuals and families suffering from unexpected life events or crises.

Undoubtedly, there is an observed increase in the incidence of individuals seeking intervention, suffering from the severe economic effects brought by the Coronavirus Disease (CoViD-19) pandemic and the rising inflation rate due to the high fuel prices and other types of crises severely affecting individuals and families. Priority attention shall be given to the poor, vulnerable, marginalized and financially incapacitated sectors of the society. (Memorandum Circular Number 16, Series of 2022)

In efforts to make the services accessible, the Department has promoted and implemented offsite releases of AICS through Offsite *Serbisyo* or in sites determined and approved the Department which are nearer the clients such as public schools, barangay halls, Children Development Centers, multi-purpose halls and covered courts.

II. HIGHLIGHTS OF ACCOMPLISHMENTS

A. PHYSICAL

1. CASH OUTRIGHT

Congressional Districts	Number of Clients Served			Amount Disbursed (PhP)
	Male	Female	Total	
1. Caloocan City District I	4448	6371	10819	30673000
2. Caloocan City District II	2482	3788	6270	17537000
3. Caloocan City District III	2586	2227	4813	9999000
4. Las Pinas City	1650	1352	3002	12903000
5. Makati City District I	2027	3512	5539	18464000
6. Makati City District II	1567	2675	4242	13729000
7. Malabon City	2760	5382	8142	33924500
8. Mandaluyong City	24425	42567	66992	148936700
9. Manila District I	4802	7747	12549	29170500
10. Manila District II	5322	7094	12416	39704000
11. Manila District III	2896	5093	7989	26331500
12. Manila District IV	1294	1844	3138	9846000
13. Manila District V	8196	11369	19565	48783000

14.	Manila VI	3038	4969	8007	22188500
15.	Marikina City District I	1229	2062	3291	148936700/983436031.10403000
16.	Marikina City District II	2696	4826	7522	22180500
17.	Muntinlupa City	560	1173	1733	7264000
18.	Navotas City	5815	6785	12600	38167831.97
19.	Paranaque City District I	399	755	1154	2227500
20.	Paranaque City District II	2148	2924	5072	16540500
21.	Pasay City	827	1552	2379	7329500
22.	Pasig City	1977	5099	7076	26814000
23.	Quezon City District I	4911	7988	12899	3985700
24.	Quezon City District II	5417	10083	15500	47528000
25.	Quezon City District III	5580	7247	12827	34526000
26.	Quezon City District IV	6488	9171	15659	34122500
27.	Quezon City District V	1886	912	2798	6492000
28.	Quezon City District VI	2188	2434	4622	1074500
29.	San Juan City	6316	13456	19772	65388000
30.	Taguig City District I	7714	7431	15145	39187000
31.	Taguig City District II	5614	3619	9233	29389500
32.	Valenzuela City District I	3609	2741	6350	22875000
33.	Valenzuela City District II	8011	8748	16759	55474000
TOTAL		141,469	205,985	347,454	983,436,031.97

As reflected in the table above, the total clients served by Crisis Intervention Section-Offsite *Serbisyo* (CIS-OS) were **347,454** with a total amount disbursed of **PhP 983,436,031.97**. The 66,992 or 19.28% of the clients served were from Mandaluyong City wherein most are females and under the category of Family Heads and Other Needy Adults (FHONA). There were **33** Congressional Districts who referred clients; hence, payouts were correspondingly conducted from November 2021 to December, 2022.

The top five (5) Congressional Districts with the highest amount of fund utilization are as follows:

1. Mandaluyong City - PhP 148,936,700.00 or 15.14%
2. San Juan City - PhP 65,388,000.00 or 6.64%
3. Valenzuela II - PhP 55,474,000.00 or 5.64%
4. Manila V - PhP 48,783,000.00 or 4.96%
5. Quezon City II - PhP 47,528,000.00 or 4.83%

Types of Assistance	Number of Clients Served			Amount Disbursed (PhP)
	Male	Female	Total	
1. Educational Assistance	2,532	4,826	7,358	25,224,000.00
2. Burial Assistance	839	1,457	2,296	13,090,500.00
3. Medical Assistance	14,268	21,871	36,139	177,322,831.97
4. Food Assistance	123,830	177,831	301,661	767,798,700.00
5. Transportation Assistance	0	0	0	0
TOTAL	141,469	205,985	347,454	983,436,031.97

As set out in the table, four (4) out of five (5) types of assistance were provided to different clientele groups. In terms of assistance per category, it is revealed that **Food Assistance** got the highest percentage which is 86.82% or the total sum of **301,661** clients with a corresponding amount disbursed of **PhP 767,798,700.00** of the total utilization; these large numbers of clients are financially in need of augmentation for daily subsistence, especially during the existence of CoViD-19. This is followed by **Medical Assistance** with **36,139** clients served or **10.40%** and total utilization of **PhP 177,322,831.97**; this type of assistance is commonly availed by FHONA as augmentation for medical needs including medicines, laboratories and diagnostic procedures, chemotherapy, dialysis and for hospital bill expenses. Next is **Educational Assistance** with 7,358 clients served or 2.11% with total disbursed of **PhP 25,224,000.00**. While the least provided is **Burial Assistance** with a total payout of **PhP 13,090,500.00** and comprises only 2,296 or **0.66%** of the total clients served.

2. GUARANTEE LETTER

Congressional Districts		Number of Clients Served			Amount Disbursed (PhP)
		Male	Female	Total	
1.	Caloocan City District I	16	24	40	3,760,300.00
2.	Caloocan City District II	9	32	41	3,797,000.00
3.	Caloocan City District III	0	8	8	864,042.00
4.	Las Pinas City	12	35	47	5,563,585.46
5.	Makati City District I	7	11	18	1,953,551.52
6.	Mandaluyong City	24	56	80	8,707,063.00
7.	Manila I	71	131	202	21,860,912.00
8.	Manila City District II	16	14	30	3,319,200.00
9.	Manila City District III	24	29	53	5,886,738.58
10.	Manila City District IV	19	26	45	4,684,492.80
11.	Manila City District V	93	179	272	12,659,291.16
12.	Manila City District VI	233	406	639	16,096,961.46
13.	Marikina City District I	3	10	13	1,503,195.48
14.	Marikina City District II	185	348	533	15,647,196.00
15.	Malabon City	43	26	69	6,852,250.00
16.	Navotas City	8	11	19	1,795,399.25
17.	Paranaque City District I	6	10	16	1,568,900.00
18.	Paranaque City District II	9	20	29	3,447,177.00
19.	Pasay City	71	95	166	7,495,700.00
20.	Pasig City	19	66	85	9,972,013.57
21.	Quezon City District I	158	335	493	29,499,638.94
22.	Quezon City District II	20	19	39	4,327,400.00
23.	Quezon City District III	41	78	119	6,147,189.21
24.	Quezon City District IV	8	9	17	1,307,760.25
25.	Quezon City District V	7	13	20	2,497,750.37

26.	Quezon City District VI	12	27	39	4,460,000.00
27.	San Juan City	25	37	62	6,752,382.00
28.	Taguig City District I	53	113	166	12,962,289.75
29.	Taguig City District II	8	10	18	8,495,257.10
30.	Valenzuela City District I	6	4	10	1,170,000.00
31.	Valenzuela City District II	2	7	9	1,305,085.73
32.	OUTSIDE NCR	8	18	26	2,783,426.30
TOTAL		1,233	2,235	3,468	217,902,319.06

Based on the statistical report, there were 3468 clients served by CIS-OS through Guarantee Letter (GL) with a corresponding total amount of **PhP 217,902,319.06** issued to partner and non-partner service providers.

Types of Assistance		Number of Clients Served			Amount Disbursed (PhP)
		Male	Female	Total	
1.	Medical Assistance	638	1,181	1,819	180,990,119.06
2.	Burial Assistance	595	1054	1,649	36,912,200.00
TOTAL		1,233	2,235	3,468	217,902,319.06

As illustrated in the table above, most of the assistance provided is **Medical Assistance** which has 1,819 clients with total amount expended of **PhP 180,990,119.06** or **83.06 %**. For **Burial Assistance**, 1649 clients were served with total amount of **PhP 36,912,200.00** or **16.93%** from the overall utilization as charged against Centrally Managed Fund.

B. FINANCIAL

Category	Total Utilization (PhP)
Cash Outright	983,436,031.97
Guarantee Letter	217,902,319.06
TOTAL	1,201,338,351.03

Based on the data above, there is a total amount of **PhP 1,201,338,351.03** spent for the whole year of 2022; garnering **81.86%** of total utilization on Cash Outright while **18.13%** on GLs.

III. STATUS OF FUND UTILIZATION

CENTRALLY MANAGED FUND

Activity/Program	Allotment	Obligated	Disbursed	Balance
Travel Expense	90,000.00	2,644.00	2,644.00	87,536.00
Training Expense	3,216,000.00	2,326,452.97	2,326,452.97	889,547.03
Office Supplies	1,837,000.00	505,615.57	505,615.57	1,331,384.43
Drug and Medicine	420,000.00	-	-	22,792.50
Gasoline, Oil & Lubricants Expense	370,800.00	238,076.21	238,076.21	132,723.79

SE - ICT Equipment	287,500.00	287,500.00	287,000.00	-
SE – Furniture & Fixtures	300,000.00	-	-	300,000.00
Other Supplies	1,536,231.00	841,575.00	841,575.00	694,656.00
Water Expense	936,893.00	718,299.09	718,299.09	218,593.91
Electricity Expense	1,621,545.00	1,621,545.00	1,621,545.00	-
Tel – mobile	612,000.00	612,000.00	612,000.00	-
Tel – landline	330,335.00	319,790.63	319,790.63	10,544.37
Internet	72,885.00	72,885.00	72,885.00	-
Other Professional Services	166,361,107.00	60,974,878.85	60,974,878.85	105,386,228.15
Janitorial Services	2,349,545.00	2,349,545.00	2,349,545.00	-
Security Services	4,762,914.00	4,762,914.00	4,762,914.00	-
RM – Motor Vehicle	150,000.00	58,120.00	58,120.00	91,880.00
Subsidies – Others	132,004,000.00	132,004,000.00	132,004,000.00	-
Fidelity Bond Premium	1,042,500.00	1,042,500.00	1,042,500.00	-
Insurance Expense	291,540.00	164,310.65	164,310.65	127,229.35
Advertising Expense	150,000.00	-	-	150,000.00
Representation Expense	2,593,807.00	275,261.00	275,261.00	2,318,546.00
Other MOOE	481,368.00	221,439.30	221,439.30	259,928.70
TOTAL	320,487,970.00	209,399,352.27	209,399,352.27	112,021,590.23

DIRECT RELEASE FUND CONTINUING

Activity/Program	Allotment	Obligated	Disbursed	Balance
Subsidies – Others	824,212,680.94	824,212,680.94	824,212,680.94	-
TOTAL	824,212,680.94	824,212,680.94	824,212,680.94	-

DIRECT RELEASE FUND CURRENT

Activity/Program	Allotment	Obligated	Disbursed	Balance
Subsidies – Others	1,821,732,000.00	1,821,732,000.00	1,821,732,000.00	-
TOTAL	1,821,732,000.00	1,821,732,000.00	1,821,732,000.00	-

IV. OTHER UPDATE

A. STAFF COMPLEMENT

Memorandum of Agreement (MOA under Cost of Service)				
Positions/Designations	Authority to Hire	Filled Up	Unfilled Position	Remarks
Social Welfare Officer II	37	29	8	
Social Welfare Officer II (SWAD)	64	59	5	
Social Welfare Officer I	13	10	3	
Social Welfare Assistant	21	19	2	

Administrative Assistant II (SWAD)	32	30	2	
Social Welfare Aide	30	17	13	
Administrative Aide IV	14	8	6	
Encoder	1	0	1	Requested for demolition of position as per advised of Human Resource (HR)
Project Development Officer I	1	1	0	
TOTAL	213	172	40	

V. MEMORANDUMS OF AGREEMENT WITH SERVICE PROVIDERS

DSWD-NCR, through CIS Onsite and Offsite, has existing MOA/partnership with a total of 87 various service providers as of December 29, 2022. Breakdown of classification of stakeholders are as follows:

- 36 Medical Hospitals and Institutions
- 35 Dialysis Centers
- 13 Funeral Parlors
- 3 Pharmacies

VI. RECOMMENDATIONS

Issues and Concerns	Actions Taken	Recommendations
a. Lack of Office Equipment and supplies such as printers and storage box.	Some of the staff/team are sharing printers to print important documents such as Report of Disbursement, Accomplishment or Narrative Reports, etc. to accomplish their liquidations and other reports; some use their own money to purchase storage boxes to secure liquidation of documents upon endorsement to FMU.	To increase fund allotment for the procurement of additional printers and storage box.
b. Limited work station/space for liquidations and other work-related tasks.	Some staff outsourced space to prepare office works such as liquidations and other pertinent reports at the cafes/teashops.	For the management, to provide conducive workplace for the staff in order for them to efficiently undertake the target workloads on time.
c. Appearance of Legislators in some of the LGUs/Districts in the area during payout.	Remind the Focal Person regarding the “Anti-Epal Campaign”. Concerned staff was advised to submit incident	For the management, to produce “Anti-Epal Campaign” tarpaulin to be posted in the area during payout.

	report with pictures for documentation.	
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VII. CONCLUSION

There is still a continuous spread of CoViD-19 that has brought evident economic and social disruption to millions of people, “as of December 18, 2022, over 649 million confirmed cases and over 6.6 million deaths have been reported globally (WHO, Dec. 21, 2022)”. It would be more challenging for the Philippines to reduce poverty and return to its pre-pandemic growth path. Henceforth, the government poverty reduction efforts are constantly being put into action; recognizing the importance of redistributive policies to certify that the underprivileged are given opportunities to benefit from economic growth with the help of different agencies, especially the DSWD. With this note, DSWD-NCR through the CIS-OS have been serving a total of 350,922 eligible clients from 32 Congressional Districts who were seeking for food, educational, burial and medical assistance in modes of cash outright and GLs with a total fund utilization of **PhP 1,201,338,351.03**.

In all payout, security and protection of beneficiaries and DSWD-NCR personnel were ensured. The CIS-OS head guaranteed an organized workforce and regular coordination with appropriate offices/authorities before, during, and after all payouts. Moreover, CIS-OS continues to promptly implement effective and proficient delivery of service to Individuals in Crisis Situation over the region.

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