

**DSWD NATIONAL CAPITAL REGION**  
**Crisis Intervention Section- Onsite**  
**HOMES Forms 5, 5A and 5B**  
**SEMESTRAL NARRATIVE ASSESSMENT REPORT**  
**Annual Report for CY 2022**

**I. BACKGROUND INFORMATION**

The Annual Operation of the Section for CY 2022 can be regarded as the Section's challenging period. Aside from its commitment to deliver its expected task along Region's mandate towards achievement of improve opportunities and capabilities to its targeted clientele, the team was also pushed to perform its task to bring the existing services of the program to the community thru conduct of offsite pay-outs in partnership with Office of the President and other stakeholders. This new trend of service delivery encourages the team to be more innovative and strategically develop new ways to accommodate both the onsite and offsite clients.

For this reporting period, the Section was able to facilitate provision of assistance in the form of financial assistance for their burial, medical, transportation, food and other personal needs to a total of **165, 853 clients or 331.71% accomplishment rate** against the annual target of **50, 000**.

To strengthen the implementation of AICS under Protective Services Program, the Section establishes partnership with various Service Providers to strengthen the provision of immediate services to clients who are in crisis situations and be able to establish a strong network services to be provided to them

For the reference semester, a total of **Eighty Five (85) Service Providers** were maintained to be ACTIVE PARTNERS of the Field Office through establishing formal partnership through forging of Memorandum of Agreement (MoA). In this total number of partner service providers, there were **Forty one (41) or 46.06%** partners who signified their interest to be partners again with the Field Office by renewal of their MoA partnership while a total of **eleven (11) or 8.46%** new partnership were forged which can be attributed to the continuous effort of the Section to expand its network thru conduct of online consultation / discussion and encouragement from the walk-in clients to convince their service providers to be in partners with DSWD. A total of **13, 885 clients** were served thru issuance of Guarantee Letters to partner Service Providers amounting to **Php. 540,634,612.78**

Meanwhile, part of the essential function of the Section is the Case Management wherein for the semester, a total of **40 individuals** were served by the team. Out of the 40 clients, **4 clients** were referred to DSWD and LGUs residential care facilities for temporary shelter while **nine (20)** clients were successfully reintegrated to their respective families. Further, **fifteen (15) clients** were also endorsed by the team to their respective Local Government Units for further case management while **one (1)** expired and assisted the family in terms of his internment.

Further, in terms of referrals from different partners such as legislators, request thru 8888 Complaint Center as well as salient offices in Malacanang Palace such as Presidential Action Center and Presidential Management Staff, a total of **3, 491 requests** were assisted by the team seeking assistance for support to their hospitalization and burial expenses. From the total number of referrals assisted, **2, 800 requests** were coursed through via 8888 complaint centers..

Given the efforts done by the team, the Section was able to utilize a total of **Php. 973,865,814.32** for medical, education, burial, transportation and food assistance thru either by cash outright and worth of guarantee letter served against the total amount of funds downloaded for the current year amounting to **Php. 1,098,973,000.00** achieving a **88.61%** significant contribution in terms of accomplishment rate for the reporting period.

## II. ASSESSMENT OF PHYSICAL AND FINANCIAL ACCOMPLISHMENTS

Table 1. Targets versus Accomplishments on Outcome Indicators of Office/Program

Outcome Indicators	Accomplishments (Semestral)	Targets (Annual)	Variance	Assessment
Number of beneficiaries served through AICS from January-December 2022 who rated the Services of the Section Satisfactory	8,121 <b>(162.42%)</b>	5,000 <b>(10% of the target)</b>	0	<p>A total of 8,121 walk-in clients were engaged in the accomplishment of Client Satisfactory Measurement Survey or CMSR to determine their level of satisfaction in terms of the services rendered by the section.</p> <p>For this period, <b>97.97%</b> of the clients served rated the Section Satisfactory/ Very Satisfactory as supported by their claims on the smooth process, easy instructions and very accommodating staff to attend to their needs. Rating was also influenced by the activities being done by the team such as learning sessions, "kantahan" and games to entertain them while waiting for their queue for interview.</p>

Table 2. Targets versus Accomplishments on Output Indicators of Office/Program

Output Indicators	Accomplishments (Semestral)	Targets (Annual)	Variance	Assessment
Number of beneficiaries served through AICs from January-December 2022	165,853	50, 000	none	<ul style="list-style-type: none"> <li><b>FULL TARGET ACHIEVED</b></li> </ul> <p>AICS was in full-swing conducting massive onsite and offsite pay out such Educational Assistance to reached wider number of clients and be able to achieve the target for the said period.</p> <p>Said accomplishment can be attributed to the partnership with Office of the President who requested offsite pay-outs as well as the weekend/ holiday pay-outs being conducted by the team to ensure that the all the request from external referrals will be properly accommodated.</p>

Table 3. Financial Performance of Office/Program

Program/Activity/Project	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
Assistance to Individual in Crisis Situation (January to December 2022)	1,098,973,000	973,865,814.32		88.61%	

**Table 4: Clients Served with Cost**

ASSISTANCE PROVIDED	Male	Female	Total	Cost
Educational Assistance	6,469	25,850	<b>32,319</b>	123,460,100.00
Medical Assistance	15,838	40,549	<b>56,387</b>	557,937,631.71
Transportation Assistance	888	962	<b>1,850</b>	6,800,022.61
Burial Assistance	1,212	2,868	<b>4,080</b>	39,109,300.00
Food Assistance	23,706	39,831	<b>63,537</b>	174,267,840.00
Other Cash Assistance	3,429	4,251	<b>7,680</b>	72,290,920.00
Psychosocial	-	-	-	-
Referral	-	-	-	-
<b>Grand Total</b>	<b>51,542</b>	<b>114,311</b>	<b>165,853</b>	<b>973,865,814.32</b>

During the Annual Operation of CIS-Onsite, a total of **165,853** client served provided cash assistance and guarantee letter. It showed that cash assistance is the most provided type of assistance when the COVID-19 pandemic occurred as it affected a significant number of people who found themselves in crisis situations. Food Assistance rank 1 in terms of highest number of clients served with a total of **63,537** and **Php 174,267,840.00** amount disbursed and followed by Medical Assistance with a total number client served **56,387** and **Php 557,937,631.71** amount disbursed.

**1. Table 5: Client Category Served with Cost**

Client Category	Total		
	Male	Female	Total
	<b>51,542</b>	<b>114,311</b>	<b>165,853</b>
Family Head and Other Needy Adult (FHONA)	38,066	75,133	113,199
Men/Women in Specially Difficult Circumstances	2,199	15,804	18,003
Youth in Need of Special Protection (YNSP)	1,233	2,010	3,243
Senior Citizen (SC)	9,023	19,843	28,866
Persons With Disability (PWD)	1,017	1,517	2,534
Persons Living with HIV/AIDS	4	4	8

This table shows the breakdown of clients served in relation to the client category. Family head and other needy Adult (FHONA) has the highest number with **113,199** clients served in contrast to Persons Living with HIV/AIDS with the least number of **8** served clients.

2. For the reference reporting period, the Section's accomplishment in terms of physical target can be attributed to the following variable
  - a. Opened up Weekend schedules to accommodate more walk-in clients in November and December
  - b. Allotted separate weekend schedule for external referrals such as 8888, PCC, PMS and other stakeholders.
  - c. Extended its operation from onsite pay-out to offsite payout to accommodate large number of clients needing financial aid
  - d. Increasing its number of Special Disbursing Officer to ensure availability of cash for outright payouts/ payout request
  - e. Increasing number of clients being served from 300 to 600 daily
  - f. Engagement to Online Transaction Services in partnership with Service Providers to further accommodate clients.
  
3. Meanwhile, despite the high accomplishment rate of the Section, same challenges were encountered by the team in the performance of their expected deliverables to wit;
  - a. Limited staff complement to cover the massive payout activities in the area where only 10 social workers are being sent to the area with more or less 600 clients to be served affecting the regular onsite operation of the Section who is also catering more or less 300 clients a day with almost 500 walk-in clients.
  - b. Unexpected/ immediate request for offsite pay-out which somehow affects the regular operation of the Section given its limited staff complement to accommodate the request.
  
4. Moreso, the following were the key accomplishment of the Section in relation to its commitment along organizational outcomes and/ or performance targets
  - a. Forged Memorandum of Agreement (MoA) to a total of **Eleven (11)** new partner Service Providers while **41 Service Providers** renewed their partnership with the Region
  - b. Engagement to Online Transaction Services with **ten (10) Service Providers**
  - c. Achieving **97.97% Satisfactory Rating** from a total of **8, 121** clients served by the Section
  - d. Maintenance of DATABASE for monitoring and recording purposes
  - e. Setting-up of 'Katahan sa CIS' providing songs to the clients while waiting for their queue
  - f. Installed TV (with Netflix) to provide additional entertainment for the clients

### III. OVERALL ASSESSMENT/CONCLUSION

The Crisis Intervention Section- Onsite, despite the challenges at hand in delivering its service from exclusive to onsite payouts to offsite arrangements at present, continues to fulfil its duties to provide financial help to those who are in crisis situations. Though personnel and logistically limited, the people behind the program ensure to perform its task with high regard to the needs and comfort of the clients seeking assistance thus achieving a high satisfactory rating from the program beneficiaries.

Moreso, the Section as being confronted with high demand for offsite payouts, will continue to study, analyze and assess its operation to ensure that it will be responsive to the needs and (time) of the client, particularly in compliance to ARTA. With a 200.90% accomplishment rate per physical target within the 1st Semester, we can conclude that the Section is on the right track in performing its expected deliverables for the year and will continue to contribute to ensure that the target of the Region for the year will be achieved/ realized.

### IV. RECOMMENDATIONS

- A. Sustain the operational mechanisms installed by the Section in accommodating walk-in clients (stubs and schedule system)
- B. Maintain the initial set-up in the management both the Onsite and Offsite payout to ensure balance in accommodating all the request as well as walk-in clients (50% of staff will accommodate the walk-in clients while the other 50% will be deployed in LGUs)
- C. Sustain the liquidation mechanisms installed by the team to hasten the process of liquidation and ensure readily available cash at all times
- D. Direction for the Succeeding Semester
  - a. Provision of Educational Assistance to College Students enrolled in State Universities/ Colleges

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