



Serbisyonang May Puso

SAAN MAN SA MIMAROPA



**2023 ANNUAL
REGIONAL ASSESSMENT REPORT**
HARMONIZED PLANNING, MONITORING AND
EVALUATION SYSTEM (HPMES)

POLICY AND PLANS DIVISION
POLICY DEVELOPMENT AND PLANNING SECTION

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I. Introduction

The DSWD has been in pursuit of continued excellence as it relentlessly fulfills its mandate—to serve the public, especially the poor, vulnerable, and the marginalized sectors of our society. To level up the quality of governance and exemplify improved public service, the DSWD recently adopted the Refreshed Strategy 2023-2028 to show its commitment to achieving its mandate. Working in the context of COVID-19 pandemic recovery, the critical role of the Department during disasters and emergencies became more evident. Thus, an additional strategic position on disaster management is added to the steering (enabling role) and rowing (implementing role) of the Department in providing social protection services.

Major challenging events affected the MIMAROPA Region that greatly influenced the implementation of activities of different programs and offices in the DSWD Field Office mainly including the Oil Spill Incident in Mindoro in February 2023 that affected several communities in the provinces of Oriental and Occidental Mindoro, Palawan, and other nearby provinces. During the 2nd semester, the Region also experienced the effects of Super Typhoon Egay, the rising inflation prices requiring assistance to the rice sellers, and the African Swine Fever that affected the livelihood of hog raisers. As such, the programs were forced to adapt to the emerging needs of the communities, mainly the Cash for Work and provision of relief assistance, in coordination with local government units.

With these major issues and challenges, the year 2023 welcomed several guiding frameworks and overarching information to help the programs and ODSUs to better contribute to the mandate of the Department. First, the DSWD Research and Evaluation (R&E) Agenda for 2023-2028 has also been officially published which aims to present the 5 general priority R&E thematic areas: 1) Improved Delivery of National Social Protection and Social Welfare and Development Programs; 2) Strengthened Capacity of LGUs to Deliver Social Protection and Social Welfare and Development Programs; 3) Enabling Laws and Policies Relevant to Social Protection and Social Welfare and Development Programs; 4) Immediate Disaster Response and Early Recovery Ensured; and 5) Social Welfare Development Agencies are compliant with Social Welfare and Development Standards.

The Listahanan 3 Results have also been publicly announced by the end of 2022, in which the National Household Targeting Section - Poverty Reduction (NHTS-PR, or 'Listahanan', has encouraged the LGUs in the Region to enter into a data-sharing agreement to gain access and understanding of the region's poor households and help in improving the delivery of services. Based on RA 11310, the Listahanan should serve as a tool in targeting and identifying the poor households as eligible for the Pantawid Pamilyang Pilipino Program (4Ps). However, the recent results reported a delisting of a high number of beneficiaries, who demanded for a reconsideration of their status. Thus, the 4Ps National Program Management Office issued a moratorium on using the Listahanan as basis for the households, and instead used the Social Welfare Development Indicator (SWDI) tool being used by the 4Ps program in determining the status of the beneficiaries.

Lastly, the Field Office also focused on cascading the results of the 2022 Service Delivery Capacity and Competency Assessment (SDCCA) conducted in the Region, which reflects the needs and capabilities of the local government units (LGUs) in specific areas of Core Competency, Program Management, Administration and Organization, and Institutional Mechanism, and how the Department could possibly assist them in each of these areas. The Technical Assistance and Resource Augmentation (TARA) Unit measured the changes and possible improvement in functionality of selected LGUs during its field visits.

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During this same timeline, the Field Office aims to commit to the Standardization, Streamlining, Reengineering, and Digitalization/ Automation (SSRDA) of Services as part of its Office Performance Contract (OPC). From this, the core functions to be achieved are around 1) Disaster Response, Recovery, and Rehabilitation; and 2) Supporting local government units (LGUs) through the TARA Program. Specifically, the FO also aims to perform the following support functions along 1) Planning, Monitoring, and Evaluation focused on Sectoral and GAD Accomplishment Reports; 2) Monitoring and Submission of HPMES Reportorial Requirements; 3) Promoting Good Governance through Client Satisfaction Measurement Surveys; 4) Responding to Freedom of Information (FOI) Requests, and 5) Fulfilling the needed human resources/ vacant positions as of 31 December 2023.

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II. Assessment of Physical and Financial Accomplishments

A. Overview of Strategic Focus 1 (Steering/ Enabling Role) of the Department

Aligned with the Department's mandate, the Strategic Focus 1 is set as the "steering" or enabling role of the Department as it performs its crucial functions as one of the poverty alleviation agencies of the government. As an enabler, the Department is expected to increase the capacity of the LGUs for Social Protection through the functionality of the LSWDOs.

Specifically, the programs included in the Strategic Focus 1 are the following; a) Technical Assistance and Resource Augmentation (TARA), b) Capacity Building Section (CBS), c) Standards Section, and d) Disaster Response and Management Division (DRMD).

The DSWD FO MIMAROPA through the Technical Assistance and Resource Augmentation (TARA) to the Local Government Units (LGUs) is the program that caters to the LGUs' needs. The Regional Office will tailor-fit capacity development strategies and interventions warranting effective, responsive, and accountable delivery of social welfare services. With this, the Region needs to roll out the enhanced service delivery capacity and competency assessment for LGUs and LSWDOs and push for a Capacity Building Agenda of LGUs and DSWD through the Capacity Building Section (CBS).

The Regulatory function through the Standards Section (SS) ensures compliance of the Social Welfare and Development Agencies to standard in the delivery of social welfare services. The SS provides the registration, licensing, and accreditation services of non-government organizations (NGO) and local government units along social welfare and development activities and has the responsibility to regulate them and attest to the existence, operation, credibility, and capability of the SWDAs in the area.

The Disaster Response and Management Division (DRMD) has a critical role of the Department in addressing the immediate needs of the individuals, families, and communities affected by human-induced and natural disasters. It covers the continuing efforts and initiatives of the Department in improving its disaster response operations to proactively adapt to the emerging issues and challenges relative to disaster risk reduction and management.

Programs and Services under Strategic Focus 1 (Steering/ Enabling Role)

Strategic Focus 1 Programs

Technical Assistance and Resource Augmentation (TARA)

Focused on the steering/ enabling role of the Department in providing support to the local government units (LGUs), the Technical Assistance and Resource Augmentation (TARA) Program focuses on strengthening the capacities of the LGUs, particularly the Local Social Welfare and Development Offices (LSWDOs). Differentiating their role from TARA, the Capacity Building Services Section (CBS) is managed under the Protective Services Division, which is in charge of monitoring all the technical assistance conducted by the different programs and ODSUs to harmonize the learning and development intervention to LGUs and other stakeholders and partners.

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As a result of the 2nd Town Hall Meeting on 27 September 2023, with Secretary Rex Gatchalian and other high-ranking officials from the Standards Bureau and Capability Building Group (SBCBG) and Social Welfare Institutional Development Bureau (SWIDB), and Regional Directors from other Field Offices. Assurance has been given that there will be no displacement of staff/transfer of permanent staff out of their will, specifically in the Capability Building Section and Standards Section. There will be a significant reduction in funds under Technical Advisory/Assistance and Other Support Services (TAORSS) and a shift in the funds' management from Direct Release Funds (DRF) to Centrally Managed Funds (CMF). All Capacity Building Activities will now be centralized and conducted at the newly established DSWD Academy. Despite the changes in the TAORSS centralization of funds to prioritize the Departments' Academy, there is a commitment to not displacing Cost of Service Workers, Regional Directors are assigned to find alternative fund sources to ensure the continuity of the workers affected by centralization. These decisions and measures indicate a strategic shift towards centralization in the Department, particularly regarding funding and capacity-building activities. The building of the DSWD Academy serves as a focal point for centralized training and development efforts. Additionally, efforts have been made to mitigate the impact on staff, with a specific emphasis on retaining permanent staff and safeguarding the positions of cost-of-service workers.

a. Physical Targets and Accomplishments

As of 31 December 2023, the TARA Unit has achieved all four (4) HPMES output indicators, specifically:

- **Technical Assistance (TA) to LGUs.** Out of the **67 targeted LGUs, 78 LGUs/ LSWDOs (116%, or additional 11 LGUs) provided with technical assistance.**

Specifically, the total of 78 LGUs comprise of 12 LGUs in Occidental Mindoro, 16 LGUs in Oriental Mindoro, seven (7) in Marinduque, 18 in Romblon, and 25 in Palawan. TA for LGUs consists of non-monetary interventions aimed at enhancing the Institutional Development and Capability-Building Activities to support and improve skills and capabilities of the local government staff responsible for social welfare and development. Also, 47 LGUs have been jointly provided with RA by the Disaster Response and Management Division (DRMD) and the Capacity Building Section (CBS).

The support provided to LGUs is not only focused on immediate disaster response but also extends to the early stages of recovery, and provision of assistance enhancing the region's capabilities or "non-monetary" services. This collaborative effort is designed to contribute to the swift recovery of disaster-affected and enhance the overall resilience of local communities.

- **Rating of TA as satisfactory or better.** Out of the **targeted 85% of LGUs, 100% have rated as satisfactory or better regarding provided TA.** Based on the evaluation forms included in the IDCB Monitoring Report as of 30 November 2023.
- **LGUs provided with Resource Augmentation (RA).** Out of the **targeted 85% of LGU requests, 100% or 47 LGUs were responded to regarding RA requests.**

Specifically, the total of 47 LGUs comprise of 11 from Occidental Mindoro, 17 from Oriental Mindoro, two (2) from Marinduque, five (5) from Romblon, and 13 from Palawan. RA requests included immediate disaster response and early stages of recovery of affected communities, and implementation of other LSWDO-led programs and projects mandated by existing laws and as may be provided for the existing DSWD policies and programs.

- **Rating of RA as satisfactory or better.** Out of the **targeted 85% of LGUs, 100% have rated as satisfactory or better regarding provided TA.** Based on the evaluation forms submitted by

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DRMD as of 30 November 2023, this aimed to measure the effectiveness and quality of the services, helping identify areas for improvement.

In addition, the TARA Unit has also achieved its one (1) outcome indicators:

- **LSWDOs with improved functionality.** Out of the **targeted 100.00% (10 LGUs), 100% or 10 LGUs were assessed and observed with an increase in index score.**

The last 10 LSWDOs assessed this year include three (3) from Occidental Mindoro (Paluan, Lubang, and Looc); one (1) from Oriental Mindoro (Roxas); six (6) from Romblon (Banton, Concepcion, San Fernando, Magdiwang, San Jose and San Agustin). This concludes the baseline reassessment of all 78 LGUs in the region.

Based on the OPC commitment, the increase of 0.60 from the baseline index scores is tough to achieve because of several factors that affect the LGUs' internal dynamics (particularly on administration and organization). As such, a proposed operational definition of an increase in index score is also considered improved functionality.

COMPARATIVE RESULTS OF 2019 AND 2023 RE-ASSESSMENT

■ 2023 Index Score ■ 2019 Index Score

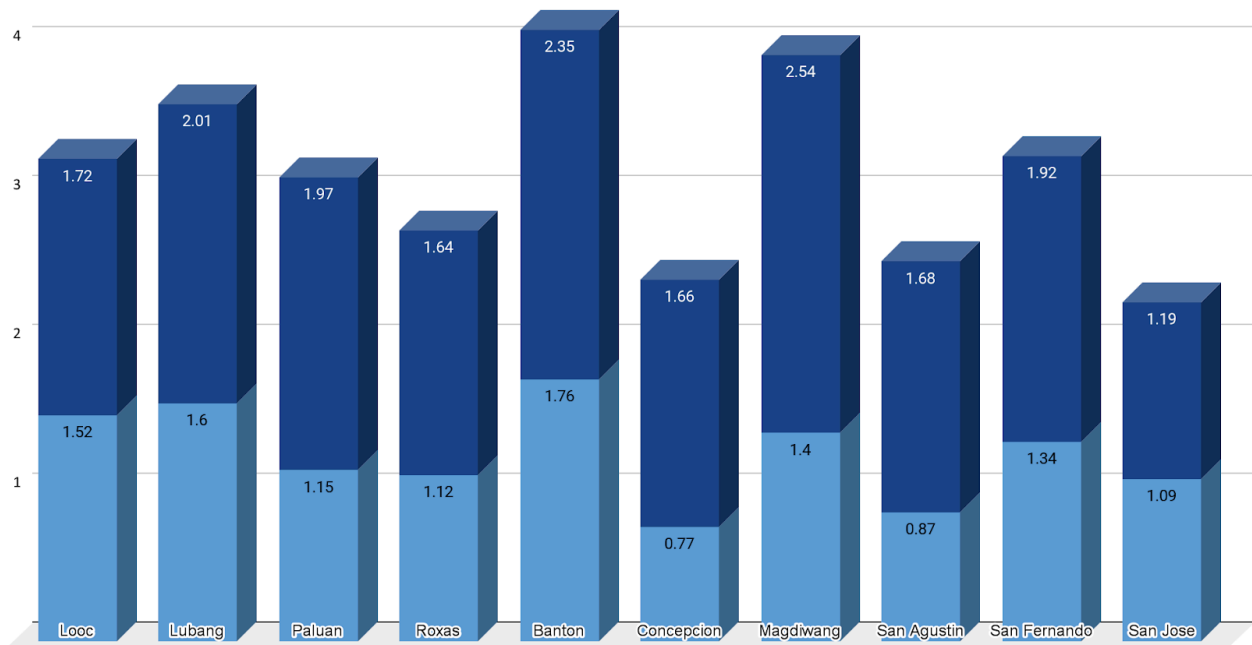


Figure 1. Comparative Results of the 2019 and 2023 SDCCA of the remaining 10 target LGUs in the MIMAROPA Region.

The comparative results of 2019 and 2023 re-assessments indicate a focus on tracking changes and progress over time. The data above is essential for understanding trends, identifying areas of improvement, and recognizing successes. Due to the issues encountered in the SDCCA-IS in the encoding and processing of the data related to the SDCA, the information system is currently for troubleshooting and updating. This requires the re-submission of encoded data indicating a commitment

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to maintaining accurate and reliable information for the assessment to effectively involved entities and ensuring essential steps to maintain the integrity of the SDCA data and support effective decision-making in social development and capacity assessment.

b. Financial Targets and Accomplishments

Based on the Provision of Technical/ Advisory Assistance and Other Related Support Services (PTAAORSS) as of 31 December 2023, the Technical Assistance and Resource Augmentation (TARA) Unit has two different fund sources - Current Fund and Continuing Fund as shown in Table 1.

Table 1. Summary of Financial Performance of the TARA

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate (%)	
				Obligations (C/B)	Disbursement (D/B)
CURRENT FUND	12,022,000.00	11,096,980.34	6,891,825.07	92.31%	57.33%
CONTINUING FUND	1,005,232.40	1,005,232.40	1,005,232.40	100.00%	100.00%
TOTAL	13,027,232.40	12,102,212.74	7,897,057.47	92.90%	60.62%

As of 15 December 2023, the Technical Assistance and Resource Augmentation (TARA) was able to obligate **Php 12,102,212.74** or **92.90%** of the **Php 13,027,232.40** total allocated fund and disburse **Php 7,897,057.47 (60.62%)**. For the current fund, the TARA program has been allocated a total amount of **Php 12,022,000.00**, and obligated **Php 11,096,980.34 (92.31%)**, and disbursed **Php 6,891,825.07 (57.33%)**. As of 30 November 2023, the remaining balance covers the salaries of the TARA unfilled position for this year.

While for the continuing fund, the program has a total allocation of **Php 1,005,232.40**, which is fully (100.00%) utilized. Bulk of it was spent on the conduct of LSWDO Consultation Dialogue and Forum in the first semester, which served as a platform to discuss issues and concerns relative to implementing various programs and services for the vulnerable sectors of the Field Office.

c. Issues and Challenges

TARA experienced major issues and challenges concerning the deferment of LSWDOs service delivery assessment (SDA), and clarification on the definition/ parameters of resource augmentation. Table 2 shows the specific issues and challenges, actions taken, and recommendations of the TARA during the year 2023.

Table 2. TARA - Issues and Challenges, Actions Taken, and Recommendations

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Issues and Challenges	Actions Taken	Recommendations
<p>Number of LGUs with improved functionality</p> <p>SWIDB is still not resolving the concern on the 0.60 parameters in improved functionality</p>	<p>Elevated this concern during the town hall meeting and other consultation meetings</p>	<p>For SWIDB to address this with finality</p>
<p>Percentage of LGUs provided with Technical Assistance and rated Satisfactory or better</p> <p>Low rate of compliance on the digital method of submission of MOVs; Unclear delineation of duties of IDCB focal.</p>	<p>Elevated this concern during the Regional Management Development Conference and in other meetings to regularly update the IDCB Monitoring Tool as part of the Harmonized Division Performance Contract (HDPC).</p>	<p>For the ODSUs to provide the name of the designated IDCB Focal for the issuance of the approved Regional Special Order, and conduct a re-orientation to IDCB Focal on duties and responsibilities in the monitoring and reporting of regional activities.</p>

d. Good Practices and Innovative Strategies

TARA have also recorded some good practices and innovative strategies focused on increasing the engagement of the LSWDOs in prioritizing social protection in the LGUs. Table 3 shows the detailed description and results of these practices conducted during the year 2023.

Table 3. Good Practices and Innovative Strategies of the TARA

Area	Description (Good Practices/Strategies)	Results
<p>LSWDO Consultation Dialogue and Forum</p>	<p>Collaboration between different P/ODSUs into one forum to address the emerging trends, issues, and concerns in social protection and program implementation.</p>	<p>Opens up the opportunity to lobby with the Local Planning and Development Officers and Local Chief Executives to prioritize social protection</p>
<p>Integrating digitalization practices in the assessment</p>	<p>The adoption of digitalization practices in the assessment, through automated scoring and real-time results.</p>	<p>The digital tools are designed to be more accessible to individuals with automated scoring and real-time results that allow the department to respond promptly to the assessment outcome.</p>
<p>Utilizing other data sources relevant to the assessment</p>	<p>TARA also incorporated relevant data from various assessments, particularly from the Gawad Kalasag. Gawad Kalasag is an award</p>	<p>Triangulation of data ensured more accurate data in assessing effectiveness of</p>

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Area	Description (Good Practices/Strategies)	Results
	given by the Office of Civil Defense (OCD), which is given to individuals, non-government organizations, private sector, and government organizations, in recognition of their initiative in helping the Filipino government uplift the standard of disaster management in the country. Means of verification (MOVs) shared by the Disaster Response and Management Division (DRMD) were compared to data from the Gawad Kalasag of the Local Disaster Risk Reduction and Management Office (LDRRMO) to evaluate and ensure the accuracy of the data that can be used to assess the effectiveness of disaster management efforts.	disaster management efforts.

e. Assessment/ Lessons Learned/ Conclusion for TARA

TARA has achieved all four (4) HPMES output indicators, and one (1) outcome indicator for the year 2023. For this year, the TAORSS has achieved its commitment that is mainly focused on the Percentage of LGUs with improved functionality through the SDCCA. This measures the capacity of the LSWDOs based on needs assessment to effectively implement the Social Welfare and Development (SWD) programs and services.

The output indicators that are also part of the TARA's commitment to the Office Performance Contract extend its effort to monitor the TA and RA activities of the Region to ensure that the prescribed attachments are submitted within the set timelines and provided with satisfactory or better performance. However, due to the unclear delineation of duties of respective IDCB focals, low level of compliance with the digital method of submission of MOVs was observed.

The LSWDO Consultation Dialogue and Forum that was conducted in the 1st Semester of CY 2023 served as a platform for LGUs to raise and discuss critical issues and concerns related to SWD programs and services. The participation and engagement of the program implementers allowed the fostering of open communication and collaboration. In the development of sustainable interventions, and the enhancement of social welfare policies and guidelines related to other local government assessments such as the Seal of Good Local Governance (SGLG), several concerns that affect the functionality of LSWDOs are highlighted (ie., Integration of social protection and development report).

The Integration of the Social Protection and Development Report (SPDR) in the Social Protection Aspect of the Seal of Good Local Governance (SGLG), suggests that the inclusion of the SPDR in the evaluation process has played a significant role in enhancing the overall index scores of the targeted LGUs.

Moreover, a change in Local Administration (New Policies, Improvement of Physical Facilities) signifies a shift in leadership or a significant restructuring of policies within the LGUs. This change may involve the introduction of new governance strategies, and policies, or the enhancement of existing ones. Improvements in physical facilities are also cited. This implies that the LGUs have invested in

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infrastructure development, which can have a direct impact on service delivery. The introduction of new policies may streamline operations, enhance transparency, or address specific community needs, all of which contribute to the overall effectiveness of local governance. Improved physical facilities not only enhance the efficiency of service delivery but also reflect a commitment to providing better services to their constituents.

In the recent SDCCA to 10 LSWDOs, several factors contributed to the increase in the index scores of targeted LGUs, which are within the dynamics of the LGUs:

- **Generalist Approach and Restriction:**

The use of the Generalist Approach in the SDCA implies the evaluation criteria and standards are applied uniformly across municipalities, regardless of their income class. Some of the indicators in the tool explicitly state that there are some leeways regarding their income classification, but there are still restrictive limitations. This approach might be perceived as “restrictive” for lower-income municipalities, as it may not adequately account for their unique challenges and limitations. These municipalities often have limited resources and capacities compared to their higher-income counterparts.

- **Realist Perspective and Fiscal Constraints:**

The call for a realist perspective is rooted in the acknowledgment of the fiscal constraints faced by lower-income municipalities. These constraints are often exacerbated by lower internal revenue allotments, which is the share of national taxes allocated to LGUs. The realist perspective emphasizes the need to evaluate municipalities within the bounds of their fiscal realities. It recognized that these municipalities may have inherently limited financial capacities to invest in and sustain various basic services.

It could also be noted that President Ferdinand Marcos Jr. has postponed the implementation of Executive Order No. 138. The said EO was issued during the previous administration to support the efficient implementation of the Mandanas ruling and strengthen the autonomy and empowerment of the LGUs. EO 138 also directs the full devolution of certain functions of the executive branches to the LGUs. It is expected that by the end of this year, the issues that have come out from the Mandanas ruling and how they will implement this will help the most significant issues faced by the government.

- **Low Population and Expenditure Challenges:**

The relatively low population of these municipalities is an additional factor contributing to their fiscal challenges. With a smaller tax base, generating local revenue becomes more challenging. This limited revenue stream, combined with lower internal revenue allotment, results in much lower expenditures for essential services such as education, healthcare, and infrastructure compared to higher-income LGUs. The generalist approach may not adequately consider the impact of these demographic and fiscal factors on the capacity of these municipalities to deliver services effectively.

The establishment of effective and efficient records management in the unit is being observed. The adoption of digitalization practices in the assessment is greatly applied. Thus, the records are made more accessible to individuals to generate automated scoring and real-time results that allow the department to respond promptly to the assessment outcome.

f. Ways Forward for TARA:

- Cascading of the 2023 IDCB Calendar of Activities (January 2024)

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- The TAORSS will utilize the tool to maximize the use of the calendar of activities to avoid overlapping activities to be provided to partner LGUs.
- This is designed to properly monitor the activities provided by different ODSUs as part of the department's mandate to provide Technical Assistance and Resource Augmentation.

Strategic Focus 1 Programs

Capacity Building Section

In our ongoing commitment to excellence, the Capacity Building Section (CBS) of the Department of Social Welfare and Development (DSWD) Field Office MIMAROPA has prioritized not only the development of knowledge and skills among stakeholders but also the personal development of our dedicated capacity-building staff.

Recognizing the integral role of our CBS team, significant efforts have been invested in their personal and professional growth. All CBS staff members have actively participated in various technical training programs, fostering continuous learning and improvement. These training sessions were thoughtfully curated to align with the evolving needs of the social welfare sector and equip our staff with the latest insights and methodologies.

The CBS staff attended a series of technical training sessions aimed at enhancing their expertise in relevant areas. These sessions covered a diverse range of topics, including the latest trends in social welfare, advancements in administrative practices, and effective strategies for capacity-building implementation. The objective was to ensure that our team remains at the forefront of industry knowledge, enabling them to deliver high-quality services.

The Capacity Building Section conducted the Knowledge Sharing Session to review and provide inputs in writing knowledge products. This is a structured and purposeful event or activity where knowledge management focal come together to exchange information, insights, experiences, and expertise. It fosters Learning and Growth because it provides opportunities for individuals to learn from one another. They can facilitate the transfer of tacit knowledge (personal experiences, skills, and insights) and explicit knowledge (codified information) among participants. This, in turn, contributes to personal and professional growth. Can also be a venue to showcase innovation and Problem-Solving skills by sharing diverse perspectives and expertise, knowledge sharing sessions can stimulate innovation and creative problem-solving. The participants came up with new ideas, solutions, and approaches that they wouldn't have thought of in isolation.

a. Physical Targets and Accomplishments

As of 31 December 2023, the Capacity Building Section (CBS) has achieved its one (1) HPMES indicator, specifically:

- **LGUs provided with technical assistance.** Out of the **targeted 85.00% of requesting LGUs, 66 LGUs were provided with technical assistance (100.00%, no deviation)**. In addition, 14 LGUs have been provided/assisted through the provision of Resource Person.

b. Issues and Challenges

As for the Capacity Building Section (CBS), issues and challenges on the limited amount of resource speakers to respond to the request of LGUs, and the late/ no submission of knowledge products from P/ODSUs

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Table 4. CBS - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
Declined high number of requests for resource person (RP) from LGUs due to non-availability of RPs	Discussed with some of the P/C/MWDOs the current strategy of the region re SOP on RP Requests	For CBS to assess the request of Resource Persons in the region and assess the PSWDOs capacity to cater such requests. Ensure that all concerned LGUs should request in writing for the CBS to respond accordingly.
Late/ No submission of knowledge products	<p>Conducted re-orientation and continuous provision of TA on Implementing Guidelines on DSWD KM Framework and KP Development Presentation to members</p> <p>Created Google Drive to collate all knowledge products</p>	For CBS to regularly conduct Knowledge Sharing Sessions and monitor each P/ODSUs; Target at least 1 KP each year (FO wide)

c. Good Practices and Innovative Strategies

CBS have also recorded some good practices and innovative strategies focused on creation of online tools, repositories, and data management systems to serve as database of knowledge product in the region. Table 5 shows the detailed description and results of these practices conducted during the year 2023.

Table 5. Good Practices and Innovative Strategies of the CBS

Area	Description (Good Practices/Strategies)	Results
Capacity Building Section Online Gateway (CBS-OG)	Serves as the repository/ database of Knowledge Management and CBS-related documents. The online portal features a well-thought user interface that is easy to navigate to ensure a satisfactory user experience. Highlights both Knowledge Management's key mechanisms and the different services of CBS. The data analytics review has shown optimistic results backed by the noticeably high number of active users. There are ongoing updates on the CBS website.	Easier access to information about the Section, including services provided and knowledge products available.

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Area	Description (Good Practices/Strategies)	Results
Creation of Google Drive for KPs repository and review	All Knowledge products submitted will be subjected to a review of CBS, KM Members, and SWIDB.	Organized and accessible way of submission and review of knowledge products in the Field Office.

d. Assessment/ Lessons Learned/ Conclusion for CBS

CBS has achieved its one (1) HPMES indicator, focused on providing technical assistance to LGUs, whilst overcoming the challenges of availability of resource persons to respond to TA requests and the innovative strategies of digitalization.

Particularly, in conducting capacity building activities with our partners here are some lessons learned by the Section during the year which the Field Office can leverage in implementing trainings for local social welfare officers to enhance its capacity and effectiveness in achieving its mandate on social protection.

- *Tailor Programs to Local Context.* Design capacity-building programs that are customized to the specific needs and challenges of local communities. This ensures that the training directly addresses the unique circumstances of social welfare officers, making it more relevant and effective in their daily work.
- *Community Engagement and Stakeholder Involvement.* Involve local communities and stakeholders in as early as the planning and design of capacity-building initiatives. Their input ensures that the training aligns with the local culture, values, and expectations. By incorporating the perspectives of those directly impacted by social welfare services, programs are more likely to be well-received and aligned with community needs.
- *Integration of Practical Application.* Incorporate hands-on and practical components into capacity-building programs. This approach helps social welfare officers apply theoretical knowledge in real-world scenarios, improving their ability to address challenges they encounter during their work.
- *Continuous Professional Development.* Implement a system for ongoing professional development for social welfare officers. Continuous learning ensures that officers stay abreast of evolving social issues, new methodologies, and best practices, contributing to the overall effectiveness of their services.

Strategic Focus 1 Programs

Regulatory and Standard Services (Standards Section)

The Standards Section is mandated to enforce one of the inherent responsibilities of the Department to exercise the regulatory function and supervisory authority over private and public institutions in Social Welfare and Development Activities (SWDAs). Specifically, to provide technical assistance to LGUs and SWDAs, to monitor compliance of Registered, Licensed, and Accredited (RLAs) SWDAs and service providers, and to enforce regulatory policies to unregistered/unlicensed SWDAs.

a. Physical Targets and Accomplishments

As of 31 December 2023, the Standards Section has fully achieved a part of its three (3) HPMES output indicators and one (1) outcome indicator namely:

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a. Number of SWAs and SWDAs registered, licensed, and accredited

- **Licensed SWAs.** Out of the 3 target SWAs, 5 are licensed (166.67%, additional 2 SWAs licensed). The positive deviation resulted from the series of technical assistance and follow-ups made by the technical staff of the section from the previous quarters. Life Care Community Services Foundation, Inc. have yet to submit their documentary requirements for Licensing. The 5 SWAs licensed are as follows:
 - Saklaw Foundation Inc.
 - Aloha House Inc.
 - Hands of Love Philippines Foundation, Inc. (HOLPFI)
 - Pilgrim Society of Mary and Lay Associates (PSM), Inc.
 - Roadbook Centre, Inc.
- **Accredited SWDAs (endorsed to SB).** No target set, but able to accomplish 3 SWDAs registered. These 3 accredited SWDAs are as follows
 - PMU-Pampamayanang Mangyan Ugnayan, Inc. (PMUI)
 - Lualhati Women Center of Palawan (LWCP)
 - Friendship Children's Home (Note: for Level 1 accreditation)
- **LGU-managed facilities.** No target set, but able to accomplish 2 facilities. These facilities are as follows:
 - Lualhati Women's
 - Bahay Pag-asa San Jose Occidental Mindoro
- **Private SWAs.** No target set, but able to accomplish 3 SWAs, namely:
 - PMUI
 - Friendship Children's Home Inc.
 - RTN Foundation, Inc.

b. **Number of CSOs accredited.** No target set, but able to accredit 362 beneficiary CSOs during the year.

c. Number of service providers accredited.

- **SWMCCs (endorsed to SB on PMCs.** No target *ly*. Out of the target 3 SWMCCs, 3 were endorsed to SB for accreditation.
- **PMCs.** No targets set, but able to accredit 14 PMCs during the year.
 - Seven (7) PMCs assessed but yet to complete their documentary requirements and attend six (6) PMC Counseling Sessions:

For the outcome indicator (Percentage of SWAs, SWDAs, and service providers with sustained compliance to social welfare and development standards)

- **Registered and Licensed SWDAs:** Out of 8 targeted SWDAs, 8 has been registered and licensed (100.00%, no deviation). Specifically, these SWDAs include the following:
 - Abundance in Life
 - Taw Kabui for a Child
 - Bahatala Foundation Inc.
 - Ayala Foundation, Inc.
 - Ministries without Borders
 - Teknotropheo Missions Inc.
 - Ayala Foundation Inc.
 - Ruel Foundation, Inc.
- **Accredited SWAs and SWDAs.** Out of 100.00% ANA target, 7 SWAs and SWDAs accredited.

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- For Level 1 accreditation, six (6) endorsed:
 - CSWDO Group Homes for Children
 - Pacific Missionary Aviation-Bahay Kalinga
 - Bahay ni Nanay Maddalena Starace, Inc. Oriental Mindoro
 - Hands of Love Philippines Foundation, Inc.
 - Arise Ministries (visited twice)
 - Bahay Kanlungan
- For Level 3 accreditation, one (1) endorsed:
 - Ruel Foundation, Inc. (Calapan City)

In addition, the Section has partially achieved a part of its one (1) HPMES output indicators and a part of its one (1) outcome indicator namely:

For the outcome indicator (Percentage of SWAs, SWDAs, and service providers with sustained compliance to social welfare and development standards)

- ***Accredited Service Providers. (SWMCCs, PMCs, DCWs).*** Out of the **targeted 32 service providers, 17 were accredited (53.13%, deviation of 15)**. The applicants have yet to complete their six (6) PMC sessions as part of the requirements.

For the output indicators:

a. Number of SWAs and SWDAs registered, licensed, and accredited

- ***Registered SWDAs.*** Out of the 3 target SWDAs, 2 are registered (66.67%, deviation of 1 SWDA registered). Engagements were made in October to help CSIBALE with its application for registration and licensing. Application forms and the list of documentary requirements were sent via email to its representative, Ms. Antonet Arguelles, yet no documents were received. Life Care Community Services Foundation, Inc. have yet to submit their documentary requirements for Registration. The 2 registered SWDAs are as follows:
 - Pilgrim Society of Mary and Lay Associates (PSM), Inc.
 - Door of Hope, Caliagon, Inc.
- ***LGU-managed facilities (SCC).*** Out of target 4 facilities, 2 were assessed. These facilities are as follows:
 - SCC El Nido
 - SCC Rio Tuba

There are also eight (8) Pre-Assessed SCCs during the year, namely:

- SCC San Agustin, Romblon
- SCC Looc, Romblon
- SCC, Roxas, Oriental Mindoro
- SCC Pinamalayan, Oriental Mindoro
- SCC Bulalacao, Oriental Mindoro
- SCC Odiongan, Oriental Mindoro
- SCC Bataraza, Palawan
- SCC Rio Tuba, Bataraza, Palawan

The Section has also conducted several activities to support the achievement of the Section's key results areas:

- *Technical assistance and capacity building for partners*
 - *Early Childhood Care Development Focal Persons meeting*

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- *Technical Assistance to different SWDAs, LSWDOs with managed facilities*
 - Crisis centers managed by the LGU of Araceli and Rizal Palawan were provided with guidance in the development of their center’s Operations Manual while the Drop-In Center of Abra de Ilog and Bahay Pag-Asa of Sablayan Occidental Mindoro were visited to assess the center’s compliance on physical structure and safety, management of cases handled and overall operation of the center. Furthermore, three centers managed by the PSWDO of Occidental Mindoro with ongoing construction, repair, and initial operation were also visited. Standards on the management of residential care facilities and drop-in centers were discussed for the PSWD Office guidance.
 - Also, the region provided technical assistance about the operation of the Boac Bahay Pag-Asa thru virtual platform.
- *Trainers Training on Standards and Guidelines for the Registration and Granting of Permit to Operate and Recognition to Public and Private Child Development Centers/Learning Centers offering Early Childhood Care and Development for 0 to 4 years old Filipino Children (May 15-17, 2023 in Calapan City, Oriental Mindoro)*
- *Conducted several trainings on Pre-Marriage Counselors in May to August 2023, (Romblon, Palawan and Oriental Mindoro)*
- **ABSNET activities**
 - *Area-based Network Quarterly Meetings, participated by SWDA representatives*
 - *ABSNET Capability Building, attended by representatives from SWDAs (October 2023)*
- *Participation in the LSWDO Consultation Dialogue and Forum across the MIMAROPA Region (April to July 2023), in which the Standards Section discussed the different functions and services, particularly in the accreditation of Service providers and the accreditation of programs and services of LGU-managed centers and facilities.*
- *Capability building for Field Office Review Committee (FORC) and Fact-finding Team (FFT) (October 2023)*
- *LGU Centers Conference, participated by Center Heads and Representative of LGU-managed facilities (November 2023)*
- *Field Office Review Committee Deliberation for the closure of Arise Children's Home was first conducted last October 16, 2023, was continued last October 25, 2023 and reached a conclusion last December 11, 2023 it was attended by the Field Office Regional Committee and Fact-finding Team.*

As for these HPMEs indicators, no accomplishment was recorded since there are no requests from partners. For the CRCF, this is still scheduled in 2024.

- **DSWD CRCF assessed for accreditation (levels 1 and 2).**
- **DSWD CRCF certified for Excellence.**
- **SWDAs with RLA certificates issued within 30 working days upon receipt of compliant application.**

b. Financial Targets and Accomplishments

As of 31 December 2023, the Standards Section has two (2) fund sources - Current Fund, as shown in Table 7 below.

Table 6. Summary of Financial Performance of the Standards Section

				Utilization Rate (%)
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Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Obligations (C/B)	Disbursement (D/B)
CURRENT FUND	1,503,995.00	1,130,211.64	1,111,960.99	75.15%	73.93%
CONTINUING FUND	89,356.44	89,356.44	89,356.44	100.00%	100.00%
TOTAL	1,593,351.44	1,219,568.08	1,201,317.43	76.54%	75.40%

As of 31 December 2023, the Standards Section was able to obligate **Php 1,219,568.08** or **76.54%** of the **Php 1,593,351.44** total allocated fund and disbursed **Php 1,201,317.43 (75.40%)**. For the current fund, the section has been allocated a total amount of **Php 1,503,995.00**, and obligated **Php 1,130,211.64 (75.15%)** and disbursed **Php 1,111,960.99 (73.93%)**. While for the continuing fund, the section has a total allocation of **Php 89,356.44**, of which **100.00% was fully utilized**.

c. Issues and Challenges

At the end of the quarter of the year, the Standards Section faced major news about the centralization during the first town hall meeting that created queries from staff. This was discussed but no official written directions or guidance were received by the field office for its implementation.

Other issues and challenges encountered are concerning delayed issuance of documents from NGAs, low prioritization of LGUs on accreditation of centers and facilities, and limited funds to conduct activities. Table 8 shows the actions taken, and recommendations by the Standards Section to respond.

Table 7. Standards Section - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
<ul style="list-style-type: none"> No clear written guidance on the centralization of regulatory functions 	<ul style="list-style-type: none"> Participation to town hall meetings conducted by Standards Bureau 	<ul style="list-style-type: none"> To issue immediately written guidance on the centralization initiatives of the department as guide of the field offices
<ul style="list-style-type: none"> Non-compliance/ LGUs did not prioritize the accreditation of Center and Residential Based Facilities 	<ul style="list-style-type: none"> Continuous provision of technical assistance to LGUs for compliance to set standards Conducted of Capacity Building to PM Counselors 	<ul style="list-style-type: none"> Continue inclusion of regulatory services in the agenda/topic during the conduct of LCE Forum/LSWDO Conferences Provision of funding

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Issues and Challenges	Actions Taken	Recommendations
<ul style="list-style-type: none"> Lacking prescribed trainings attended (Service Providers/PMC) 		<p>from Centrally Managed Funds and/or inclusion in the Capacity Agenda of the department</p> <ul style="list-style-type: none"> SB to lobby with DILG on the inclusion of the accreditation of LGU centers/intitution indicator in the SGLG
Delayed issuance of documents needed from other NGAs such as SEC	<ul style="list-style-type: none"> Continuous coordination and follow-through with the concerned SWDA on the submission of the required documents Provided feedback to SB on the difficulties encountered by SWDAs in securing the SEC document 	Policy review of Standards Bureau on the non-inclusion of the Certificate No Derogatory Record as documentary requirement for RL.
Fast turnover of staff within the section due to lower positions and non-security of tenure.	Included in the proposed staffing plan during the workforce planning of the 2 SWO II and 1 PDO II plantilla position for the Section that will handle the regulatory functions	For SB to upgrade the current COS staff of the FO to SWO II with plantilla or contractual status if no centralization in 2024 to ensure that all regulatory services are covered by competent staff
Some PM Counselors have no training on the new pre-marriage counseling module. There is also a lack of submission of documentation reports on the conduct of the session based on the PMC Manual Part II.	Capability Building Activities and Technical Assistance were provided to LGU PMCs	Continuous funding support from Standards Bureau.
Limited Funds to implement programs and services of the section	Realignment of unused funds to cover Travel Expenses of the Standards Staff to conduct related activities	For SB to increase the budget of traveling expenses under Centrally-Managed Funds

d. Good Practices and Innovative Strategies

The Standards Section have also recorded some good practices and innovative strategies focused on creation of a Google Site that serve as a repository of the Section. Table 8 shows the detailed description and results of these practices conducted during the year 2023.

Table 8. Good Practices and Innovative Strategies of the Standards Section

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Area	Description (Good Practices/Strategies)
Creation of Section's Google Site	To disseminate appropriate information and make the forms available for public access to the partner stakeholders and service providers. Acquire public access to SWDAs and Service Providers

d. Assessment/ Conclusion/ Ways Forward for the Standards Section

The Standards Section has seven (7) HPMES indicators from which a part of its three (3) HPMES output indicators and one (1) outcome indicator have been fully achieved, particularly the indicators on the (a) number of SWAs and SWDAs registered, licensed, and accredited (Licensed SWAs, Accredited SWDAs (endorsed to SB), LGU-managed facilities, Private SWAs); (b) number of CSOs accredited; and (c) number of service providers accredited.

As such the Section and the Field Office should continue to:

- Organize regular technical assistance sessions to provide ongoing support and guidance to Social Welfare Agencies (SWAs) and Social Welfare and Development Agencies (SWDAs) in the registration and licensing process.
- Develop comprehensive training materials and resources that can be shared during these sessions to enhance understanding and compliance with regulations.
- Encourage open communication during these sessions, allowing participants to ask questions and share their challenges for collaborative problem-solving
- Continuous collaboration and coordination with the LGUs should be done for a more efficient and timely accreditation process, especially for the Centers and Residential-based Facilities.
- As for the issues regarding the delayed issuance of documents from the SEC which in effect affects the registration of SWDAs, the Section should continue efforts in coordination with the Standards Bureau to seek support in coordinating with the concerned government agencies such as the Securities and Exchange Commission. Both are external factors that are critical to the achievement of the remaining indicators and may need higher management interventions to improve.

For the Standards Bureau to issue immediately written guidance to field offices on the thrusts and priorities for 2024 and corresponding manpower and funding requirements. This should also be communicated to internal and external stakeholders.

Strategic Focus 1 Programs

Disaster Response and Management Division

The DSWD, being the Vice-Chair for Disaster Response Cluster as mandated by the Republic Act No. 10121 known as “An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework And Institutionalizing The National Disaster Risk Reduction And Management Plan, Appropriating Funds Therefor and For Other Purposes”, leads in the provision of emergency response and relief assistance to support the immediate needs of disaster-affected families.

This policy further gives the department the task to extend emergency relief assistance and social services to the victims, which will restore them to rehabilitation and a life of normalcy aligned to the

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principle of “Build Back Better”. Moreover, the department has been entrusted to respond and extend Technical Assistance and Resource Augmentation (TARA) to Local Government Units (LGUs) based on the needs and results of the assessment and disaster reports submitted by the affected LGUs.

Consequently, to strengthen its fight against natural and human-induced disasters, the Department intensifies its operation and support offices to become more responsive to the needs of its clients in terms of managing the disaster response. That’s why, the Disaster Response Management Division (DRMD) was constituted to lead in the planning, coordination, and monitoring of all disaster response efforts, particularly in the provision of TARA to concerned LGUs in the region.

The DRMD has continued providing response to different disasters that occurred in the Region, in which, the most prevalent in the area are floods and flash floods caused by typhoons and continuous torrential rains that last for several hours or days. These natural hazards can cause heavy damage to the lives and properties of the people. However, the Region also experienced other disasters during the year which affected most of its operations, such as the Oil Spill Event that happened last February 28, 2023, the upscaling effects of African Swine Fever to hog raisers in the Provinces of Oriental Mindoro and Romblon, and the effects of Super Typhoon Egay.

a. Physical Targets and Accomplishments

As of 31 December 2023, the DRMD has fully achieved its eight (8) HPMES indicators, specifically:

- **DSWD QRTs trained for deployment on disaster response.** Out of the target 50 R/P/C/M QRTs per semester, 73 staff trained in the 1st semester, and 71 staff in the 2nd semester.

The Central Office has released a memo relative to the new set of targets for CapBuild for QRT Member CY 2023. Said target was adapted for the 1st and 2nd Sem with 50 QRT members at the end of June 2023 and December 2023, respectively. The MIMAROPA DRMD staff acted as augmentation during the disaster response, thus, moving the scheduled capacity-building activities to the next semester. The Capability Building on Community Disaster Risk Reduction and Management for MIMAROPA Volunteers and Cash for Training (CFT) was pushed through during this second quarter of CY 2023.

For the year 2023, the division successfully conducted capacity building activities to the MIMAROPA QRTs and LGUs through face-to-face and virtual platforms despite challenges encountered such as conflict of schedules with disaster response operations of the Division. Most of the planned DRMD Capacity Building Activities for the 2nd Semester were already conducted in the 3rd Quarter to give priority to the Disaster Response Operations of the division. However, the division was able to cater several requests from our partner LGUs for Technical Assistance, particularly on Camp Coordination and Camp Management (CCCM). Such LGUs were from Marinduque and Palawan. Moreover, the division also conducted a Crash Course on DROMIC Reporting for QRT Members as part of the preparation for the anticipated disaster occurrences for the last quarter.

- **Mandated FNI stockpile based on the approved issuance (AO 03, 2015).** Out of the target 30,000 monthly FFFPs and 2,000 pcs NFIs monthly, an average of 64,064 FFPs and 27,360 pcs NFIs were maintained in the 1st semester (213.55%, or +34,064 pcs for FFPs, and 1,367.98%, or +25,360 pcs for NFIs), and 82,571 FFPs and 27,799 pcs NFIs in the 2nd semester (275.25%, or +52,571 pcs for FFPs, and 1,389.95%, or +23,360 pcs for NFIs).

As of 30 November 2023, we have a total of 119,857 pieces of Non-Food Items composed of blankets, family kits, kitchen kits, malong, shelter kits, hygiene kits, sleeping kits, modular tents, collapsible water

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containers, laminated sacks, folding bed, mosquito net, tarpaulin, Family Tent, Camp Management Kit, Child-Friendly Space Kit, CFS Tent, and Women Friendly Space Tent which are readily available for distribution to the beneficiaries affected by calamities and other related incidents.

The DRMD has a database on the number of family food packs and non-food items lodged in the Regional Office and in every province for easier distribution. Operated by the Regional Resource Operations Section, our commitment to disaster readiness is steadfast. This section diligently ensures the availability, accessibility, and preparedness of resources, food, non-food items, and administrative support. This proactive approach, extending across all operational levels, positions us to respond effectively before and during disaster operations, reinforcing our dedication to comprehensive disaster management.

- **LGUs with prepositioned goods, within 1-72 hours (3 days) upon issuance of the approved RIS/IF.** Out of the targeted 130% and above of the target 15 LGUs, 50 LGUs provided with prepositioned goods (166.67%, or additional 20 LGUs) in the 1st semester, and 42 LGUs provided in the 2nd semester (180.00%, or additional 27 LGUs).

In the 1st semester, 60 LGUs of the target 20 LGUs are provided with prepositioned goods. However, only 50 LGUs were reflected in the HPMS/ OPC accomplishment, as having prepositioned goods since 12 of the 62 LGUs only have non-food items and no food items. Namely, the LGUs are five (5) in Oriental Mindoro (Socorro, Roxas, Pola, Bongabong, Bulalacao), one (1) in Marinduque (Torrijos), and four (4) in Palawan (Cagayancillo, El Nido, Linapacan, Culion), while two LGUs (2) have no food and non-food items prepositioned: Boac in Marinduque, and San Fernando in Romblon.

In the 2nd semester, 42 LGUs were provided with prepositioned goods, only composed of Family Food Packs (FFPs). Namely, the LGUs are six (6) in Occidental Mindoro, four (4) in Oriental Mindoro, five (5) in Marinduque, twelve (12) in Romblon, and 17 in Palawan.

- **Provision of Technical Assistance to LGUs along DRRM Programs and Services.** Different targets per semester were set. For the 1st semester, out of the targeted 14 LGUs (85% of the total) 17 LGUs are provided with TA (121.48%, or additional 3 LGUs). For the 2nd semester, out of the targeted 63 LGUs and 4 provinces, 73 LGUs and 5 provinces were provided with TA (114.10%, or additional 10 LGUs and 1 province).

During the 1st semester, the target was set at 85% or 62 total LGUs; but upon the assessment of the Division, the targets were adjusted to prioritize and focus on the Disaster Response Operation relative to the Oil Spill Incident that occurred in Oriental Mindoro. LGUs affected by Oil Spill were provided TA relative to Emergency Cash Transfer (ECT), and Memorandum Circular No. 04 Guidelines and Warehouse Management. As for the 2nd semester, activities were focused on other DRRM-response activities such as the provision of rice assistance, Super Typhoon Egay, and the African Swine Fever.

- **LGUs augmented with disaster response services (Relief Assistance).** Out of the targeted 25 LGUs (85% of total), 29 LGUs augmented on relief assistance (116.00%, or additional 4 LGUs)

The additional LGUs served were due to the immediate response of the Division, based on LGU requests and previous targets. The current year has lower targets (85%) set by the Central Office. Different events were given focus during the two (2) semesters, the 1st semester focused on the Oil Spill, while the 2nd

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semester focused on provision of livelihood assistance for the affected Hog raisers and support to effects of Super Typhoon Egay.

- **Disaster-affected families provided disaster relief assistance within 3 days of request.** Different targets per semester were set. **For the 1st semester, out of the target 37, 628 families (85% of the total), 44,268 families were provided with disaster relief assistance (117.65%, or additional 6,640 families). For the 2nd semester, out of the target 6,818 families (85% of the total), 2,795 families were served (48.23%, or deviation of 4,023 families).**

For the 1st semester, Oil Spill operations received a total amount of Php 300,414,085.00 were given to the affected populace, from which Php 262,175,150.00 worth of assistance was provided by the Department through the SWADT Office; Php 1,190,935.00 worth of assistance from the LGUs, and Php 37,048,000.00 worth of assistance were given by NGA/NGOs.

- **Disaster-affected families provided with early recovery services.** Different targets per semester were set, based on the occurring emergencies and disasters in the Region. **For the 1st semester, out of the target 34,207 families (85% of the total), 40,244 families were provided with early recovery services (117.65%, or additional 6,037 families). For the 2nd semester, out of the target 1,269 families (85% of the total), 1,434 families were provided with early recovery services (113.00%, or additional 165 families)**

For the 1st semester specifically focused on the conduct of Cash for Work activity is proposed to provide temporary employment and Emergency Cash Transfer to the families/individuals with reported and identified heavily affected City and Municipalities.

- a. **Relief Assistance.** DSWD already delivered a total of 132,287 Family Food Packs to the Provincial and Municipal Government of Oriental Mindoro intended for the 7th and 8th waive. These came from the National Resource Logistics Management Bureau (NRLMB) augmentation and the additional 28,386 FFPs came from VDRC Cebu.
- b. **Cash For Work:** The department through the SWADT Office in Oriental Mindoro provides cash assistance through Cash for Work programs for the affected and qualified fisherfolks and fish vendors from the identified heavily affected Municipalities by the Oil Spill Incident in Oriental Mindoro. A total of 22,510 families/households in 14 municipalities were served with a corresponding amount of **Php 164,450,200.00**. The 14 municipalities are the following: Bansud, Bongabong, Bulalacao, Gloria, Mansalay, Naujan, Pinamalayan, Pola, Roxas, Calapan City, Baco, Socorro, San Teodoro, and Victoria.
- c. **Emergency Cash Transfer.** A total of 14,510 families/households in the same 14 municipalities were served with a corresponding amount of **Php 125,370,940.00**.

For the 2nd semester, The department through SWADT Offices in the Occidental Mindoro Province has provided Emergency Cash Transfer (ECT) programs for the affected fisherfolks and farmers in the Municipality of Sablayan and Sta Cruz, Occidental Mindoro for the displaced families due to Southwest Monsoon enhanced by Super Typhoon "Egay. The accomplished payout breakdowns are as follows:

A total of 10,405 families/ households were served for this quarter, the 8,971 households were served under the funding of Assistance to Individuals in Crisis Situations (AICS) with a corresponding amount of Php 73,974,866.00, while the remaining 1,434 households were served by Quick Response Funds with equivalent amount of Php 11,824,764.00.

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- LGUs with the request for Food for Work facilitated.** Different targets per semester were set. For the 1st semester, out of the target 16 LGUs (100%), **16 LGUs (100%) were provided with about to expired goods released. For the 2nd semester, out of the target 100% of LGU requests, 100.00% or 8 LGUs were provided with about to expired goods released. (Both 100.00%, no deviation).**

As of the 4th quarter of 2023, there were 8 unduplicated LGUs requested Food for Work assistance for their barangay in preparation to the unexpected calamities they may experience. The activities conducted were community and coastal clean-up drives, gardening, road clearing, declogging canals and riverbanks and maintenance of barangay road.

A total of 7,407 individuals have participated in the Food for Work activities in the 2 provinces of MIMAROPA Region with the equivalent of Seven Thousand Four Hundred Seven (7,407) Food for Work packs have been distributed. The region was able to augment the corresponding amount of Six Million Six Hundred Sixty-Six Thousand Three Hundred Pesos (Php 6,666,300.00.00).

- LGUs with Low-Level to Level-1 SDA Result on Disaster Management:** Out of target 9 LGUs, 9 LGUs (100%) are provided with capacity-building assistance during the 1st semester.

For the 1st semester, the 9 LGUs engaged with are the following 3 in Romblon (Sta. Fe, Romblon, Banton), 4 in Palawan (Narra, Balabac, Bataraza, Cagayancillo), 1 in Marinduque (Gasán), and 1 in Oriental Mindoro (Mansalay).

b. Financial Targets and Accomplishments

The DRMD has two sub-programs/ funds from which they source out their operational funds, mainly the Disaster Response Rehabilitation Program and the Quick Response Fund. Table 9 shows a detailed financial performance of the Division.

Table 9. Summary of Financial Performance of the DRMD.

Sources of Fund	Allocated Budget	Obligations	Disbursement	Utilization Rate (%)	
				Obligations	Disbursement
CURRENT FUND					
DRRP - CURRENT FUND	21,184,060.00	18,493,413.76	16,416,949.04	87.30%	77.50%
QRF- CURRENT FUND- DRF	689,536,712.39	683,279,771.04	680,386,311.1	99.09%	98.67%
CURRENT FUND - TOTAL	710,720,772.39	701,773,184.80	696,803,260.14	98.74%	98.04%
CONTINUING FUND					
DRRP CONTINUING FUND	1,001,379.43	1,001,379.43	1,001,379.43	100.00%	100.00%

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QRF CONTINUING FUND	12,919,654.25	12,919,654.25	12,919,654.25	100.00%	100.00%
CONTINUING FUND- TOTAL	13,921,033.68	13,921,033.68	13,921,033.68	100.00%	100.00%
OVERALL TOTAL	724,641,806.07	715,694,218.48	710,724,293.82	98.77%	98.08%

As of 31 December 2023, the Disaster Response and Management Division was able to obligate **Php 715,694,218.48** or **98.77%** of the **Php 724,641,806.07** total allocated fund and disburse **Php 710,724,293.82 (98.08%)**. For the current fund, the section has been allocated a total amount of **Php 710,720,772.39**, and obligated **Php 701,773,184.80 (98.74%)**, and disbursed **Php 696,803,260.14 (98.04%)**. While for the continuing fund, the section has a total allocation of **Php 13,921,033.68**, of which **100.00% was fully utilized**.

c. Issues and Challenges

The DRMD also faced issues especially related to the procurement of food packs, delay in cash advance of staff for CFW augmentation due to existing policies and guidelines, repositioning of goods, as well as the limited number of personnel for capacity-building activities, especially in local government units (LGUs) of the oil-spill affected communities. Table 10 shows the actions taken and recommendations done by the Section to respond.

Table 10. DRMD - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
Non-availability of SDO to process Cash Advances/ Delay on the process of Cash advance for Cash for Work implementation resulting in a limited number of staff open for deployment	Coordinated with ARDO and ARDA to allow the Cash advance while complying with the needed requirements on liquidation findings on the given period.	As recommended by the SDO, no processing of TEV unless otherwise the amount processed in the Cash Advance were fully/partially liquidated.
Confusion/ Limited understanding of local stakeholders regarding the Cash for Work program scheme	Conducted orientation up to Barangay level Re: MC 04 Enhanced Guidelines on the Implementation of the Cash and Food-For-Work, Training, and Caring (C/FF/W/T/C) for Disaster Risk Reduction and Management (DRRM)	For the DRMD to capacitate and engage the P/C/MDRMO in policies and guidelines, and empower them to cascade information to the local stakeholders (especially the barangays)
Given the geographical disadvantage, challenges in repositioning of Relief Goods in	Requested assistance to partner agencies/clusters and LGUs for	To establish a partnership with the agencies in the Logistics Cluster (DPWH, AFP, PCG,

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Issues and Challenges	Actions Taken	Recommendations
the island are apparent. This includes additional /high logistical costs due to limited transportation vehicles/vehicles in the area, weather conditions, and availability of manpower to help load and unload the F/NFI.	any assistance that may be given during operation	BFP, and Private Sectors) and other partners
Political interference in the implementation of disaster operations and early recovery services.	Seek guidance from the Central Office to ensure that the guidelines for the implementation of the program are not affected	For the DRMD to continue to seek guidance from NPMO and maintain coordination with the LGUs to ensure program implementation is not affected.
Failed biddings with suppliers due to limited/ low budget cost approved vis-a-vis high transportation and delivery costs (i.e. geographically challenged locations of the provincial warehouses of the Field Office).	Requested the CO counterpart to increase the ceiling of the FFPs from P700 to P900. This is inclusive of the transportation and delivery cost to the provinces	To maximize the approved Framework Agreement with service providers for easy and fast delivery of needed goods.
Oil Spill Incident Operations affecting initially scheduled activities	Rescheduling of set DRMD activities from first semester to the next semester, and adjusted the Division's WFP accordingly.	For the DRMD to ensure the availability of target participants.
Limited number of facilitator/secretariat/ Resource Persons to accommodate requests for TA	Utilized trained LGUs as additional Resource Persons and facilitators.	To train more DSWD Personnel as RPs
Discrepancy of Report/s from SWADT Offices and now following prescribed reporting protocols and timelines. Data consolidated from SWADT offices, MSWDO, PSWDO and MDRRMOS were not matched.	Reiterated that information/ data must be shared equally to stakeholders /partner agencies to avoid discrepancies.	Cascade the business process/ flow of Disaster Reporting to LGU/ MSWDO and other Stakeholders.
Inadequate number of DROMIC Reporters designated per Province inside DRMD.	No action yet for the quarter.	Each technical staff in DRIMS has its own area of assignment. As they were the one who consolidates, monitors, and coordinates the data, information, and reports with the

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Issues and Challenges	Actions Taken	Recommendations
		<p>provincial staff when there is any untoward incident in their area of responsibility.</p> <p>In this strategy, it helps the provincial staff in preparing the reports and submit it in a timely manner according to the prescribed timelines.</p>
Unauthorized releases of prepositioned goods	Call the attention of the LCEs concerned for the unauthorized releases of prepositioned goods.	Not to renew the RPA of the determined LGU.

d. Good Practices and Innovative Strategies

The DRMD adopted innovative strategies by creating monitoring tools on their financial utilization and liquidation, strengthening partnerships with local government units (LGUs) on hauling of food packs, establishing agreements to ensure the quality of food packs, and supporting partner stakeholders (internal staff and LGUs) through providing capacity building and technical assistance on response and resilience building. Table 11 shows a detailed description of the good practices/ innovations/ strategies of the Division.

Table 11. Good Practices and Innovative Strategies of the DRMD.

AREA	Description (Good Practices/Strategies)
Capacity-building for different stakeholders (LGUs and QRT staff) on DRRM Programs and Services	In coordination with the Capacity Building Service Section, Building the adaptive capacities and Provision of Technical Assistance to equip/update LGUs on the latest information, trends, disaster management efforts of the Department, and ensure that both LGUs and QRT members are ready for deployment.
DRMD Fiscal Year 2023 Funds Monitoring (Target vs Accomplishment)	A monitoring tool shared with the Budget Section, Accounting Section, and the DRMD Staff for real-time monitoring of updates on the whereabouts of their financial transactions such as TEV, Reimbursement of Load Allowance, including earmarked vouchers coming in and out in the Division. This also set as a reminder to all involved personnel on the deadline and submission of financial transactions.
Engagement to local supplier through Framework Agreement	Innovative and cost-effective mode of procurement to ensure the availability, accessibility, and readiness of resources, food, and non-food

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on the Prepack Family Food Packs	items, and administrative support necessary before and during disaster operations at all levels.
Engagement to service provider for the hauling Services that will transport the F/NFI	Provide readily available Transport Service which facilitates the immediate delivery of allocated relief items from the Regional Office and/or other designated/ identified warehouses to MIMAROPA municipalities or to any designated warehouse in the Region. Able to prepositioned goods to far flung municipalities and Island municipalities of the Region
Partnership with LGU on the hauling of prepositioned goods	Promoting shared responsibility on the goods and ensuring immediate delivery of allocated relief items from the Regional Office and. or designated/ identified warehouses to MIMAROPA municipalities, to ensure reaching even the far-flung municipalities in the Region
Designation of a Focal Person for Disaster Response Information Management	Coordination with the designated focal person per province to consolidate, monitor and coordinate the collected data and necessary information/reports with the assistance of a validation team coming from PCMQRTs on the possible impacts of disaster events or incidents
Warehouse extension for prepositioning of Food and Non-Food Items	The SWADT Palawan established warehouse extension to the Municipalities for the prepositioning of Food and Non-Food Items in times of disaster and calamity 16 have Prepositioning Agreement between the department.

e. Assessment/ Conclusion/ Ways Forward for the DRMD

The Disaster Response and Management Division (DRMD) has fully achieved all its eight (8) HPMES indicators (100%). Despite the oil spill incident operations and response, the changing staffing within the Division, and the continuous disaster events and emergencies happening in the region, , the Division has ensured that the targets are achieved based on the set timeline.

The Division has also been successful in ensuring and going beyond the required number of stockpiles of food and non-food items for disaster assistance. Lastly, it went beyond providing actual assistance, but also maintained its commitment to strengthening the technical knowledge and skills of its Quick Response Teams (QRTs) from partner LGUs and DSWD internal staff to ensure that there is enough workforce to respond in possible future disaster incidents.

As such, the DRMD should continue to utilize its facilitating strategies of multi-stakeholder collaboration (external partners, LGUs, other agencies, and even internal staff) while recognizing the specific resources and partnerships needed in providing response and assistance to the beneficiaries. Concurrently, it is also important for the DRMD to ensure a systematic approach to facilitating the operations, response, and deployment to efficiently utilize the current capacities of the Field Office. Overall, through responding to

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the issues and challenges identified and utilizing the good practices mentioned, the Division should be able to keep the momentum of successfully reaching the targets in the upcoming year 2024.

B. Overview of Strategic Focus 2 (Rowing/ Implementing Role) of the Department

The Strategic Focus 2 is set as the “rowing” or implementing role of the Department. As an implementer, the Department needs to improve the well-being of its constituents through strengthening the social welfare system.

Specifically, the programs included in the Strategic Focus 2 are the following; a) Pantawid Pamilyang Pilipino Program (4Ps), b) KALAHY-CIDSS NCDDP, c) Sustainable Livelihood Program, as well as major programs handled by the Protective Services Division d) Supplementary Feeding Program, e) Social Pension Program/ Centenarian Cash Gift Program, f) MIMAROPA Youth Center, g) Minors Traveling Abroad, h) Children in Need of Special Protection, i) Implementation of community-based/ sectoral programs targeted for the vulnerable and marginalized groups: Youth, Women, Solo Parents, Yakap Bayan Program (PLHIV, Mental/Cancer Patients, PWUDs) and Executive Order No 70 (Former Rebels).

As such, the Pantawid Pamilyang Pilipino Program (4Ps) beneficiaries are expected to be self-sufficient, and the DSWD Centers and Residential Care Facilities shall be the centers of excellence. To monitor the improvement of poor families, the Social Welfare and Development Indicators (SWDI) tool will be used. The SWDI is a tool developed by the DSWD for assessing Pantawid families to determine and monitor the progress of the families’ well-being and facilitate grassroots case management. Promotive programs of the Department include the Pantawid Pamilyang Pilipino Program, Kapit-Bisig Laban sa Kahirapan – Comprehensive and Integrated Delivery of Social Services (KALAHY CIDSS) – National Community-Driven Development Program, and the Sustainable Livelihood Program.

The Protective Services Division (PSD), is mandated to provide and implement social protection programs both for community-based and center/ residential care facilities. Also, the division provides technical assistance to partner’s stakeholder LGUs, CSOs (child caring agencies) to improve their capacity to deliver social protection and social welfare services.

Programs and Services under Strategic Focus 2 (Rowing/ Implementing Role)

Strategic Focus 2 Programs

Pantawid Pamilyang Pilipino Program (4Ps)

The Pantawid Pamilyang Pilipino Program has been the flagship program of the Department for poverty reduction, social protection, and social development. The program implements Conditional Cash Transfers in which cash grants are provided to extremely poor families to improve their health, nutrition, and education. Also, it promotes investment in human capital by focusing on children ages 0-18 years old to break the intergenerational cycle of poverty. For this year, 2023, the program’s target is 210,153 households to cover as its commitment in the 4.4 Million 4Ps households of the Department.

a. Physical Targets and Accomplishments

As of 31 December 2023, the Pantawid Pamilyang Pilipino Program (4Ps) has fully achieved one (1) HPMS indicator, specifically:

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- **Pantawid households are provided with conditional cash grants.** Out of the **targeted 210,153 households**, **247,530 households** were provided with conditional cash grants (117.79%, or additional 37,377 households).

There are a total of 247,530 unique households or equivalent to 117.79% of the target households who were provided with cash grants at least once from Period 6-2022 until Period 4 of 2023 with a total funded amount of Php 4,203,278,750.00. The increase was the result of the reactivation of the CS31 households and the registration of more than 40,000 potential households under set 12. Table 12 shows the summary table of clients served by the Pantawid Pamilyang Pilipino Program (4Ps) in the MIMAROPA Region.

Table 12. Summary Table of Clients Served by the Pantawid Pamilyang Pilipino Program (4Ps) in the Region (Per province/ district).

Province/ District	2023 Annual Targets		Accomplishments (as of 31 December 2023)			
	Physical	Financial	Physical	% Physical	Financial	%Financial
OVERALL TOTAL	210,153	5,060,236,600.00	247,530	117.79%	4,203,278,750.00	83.06%
Oriental Mindoro	59,020	1,407,329,588.98	65,562	111.08%	1,057,942,550.00	75.17%
1st District	27,021	644,116,508.38	29,441	108.96%	457,591,900.00	71.04%
Second District	31,999	763,213,080.60	36,121	112.88%	600,350,650.00	78.66%
Occidental Mindoro	35,744	859,440,342.05	44,883	125.57%	795,812,300.00	92.60%
Marinduque	12,233	292,243,135.83	13,730	112.24%	238,068,850.00	81.46%
Romblon	19,542	471,905,599.93	24,918	127.51%	466,585,300.00	98.87%
Palawan	83,614	2,029,317,933.21	98,437	117.73%	1,644,869,750.00	81.06%
1st District	35,618	867,655,183.78	37,650	105.70%	653,186,700.00	75.28%
Second District	35,909	866,725,957.73	48,285	134.46%	787,163,800.00	90.82%
Third District	12,087	294,936,791.70	12,502	103.43%	204,519,250.00	69.34%

From the total of 247,530 households served, most came from Palawan (39.77%), Oriental Mindoro (26.49%), Occidental Mindoro (18.13%), Romblon (10.07%), and Marinduque (5.55%). In addition to this, Romblon has the highest percentage of exceeded households (127.51%, or additional 5,376 households) and Occidental Mindoro (125.57%, or additional 9,139 households).

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Different strategies were employed by the program staff to ensure that the target eligible beneficiaries will receive their cash grants within the payout schedule. At least 2 weeks prior to the scheduled release, the Pantawid Pamilya staff coordinated with the LBP Branch Managers and our Partner Conduits to ensure that ATM and Point of Sale (POS) services remained available. The POS providers became a big help to facilitate the payout activities particularly among areas without available ATM machines. This also helps to lessen the transportation expenses of our beneficiaries from their residence to payout venues.

For the cash grant release to be organized, the provincial and municipal staff have coordinated with our LGU counterparts to discuss the payout schedules and for the latter to provide the needed assistance such as transportation and securities during the said activity. In every payout venue the program staff together with the LGU ensures that the activity is well organized. A dedicated date and time are allotted to each barangay and a limited number of beneficiaries are allowed so as not to be crowded. A special lane is also allotted for pregnant women and older persons for them to claim their grants easier. A grievance desk is also available in every payout site so that the beneficiaries can easily check if there are issues in the grants that need to be acted and resolved.

Meanwhile, for the Set 11 and 12 households whose EMV cards remained unavailable at the LBP branches, over-the-counter withdrawals are allowed in order to access their grants. In coordination with the LBP personnel, OTC withdrawals are being scheduled to accommodate the 4Ps households and be able to access their grants since the absence of the EMV cards remained an issue up to this moment.

Meanwhile, these two (2) HPMES indicators are partially achieved, specifically:

- **Percentage of Pantawid households with improved well-being.** Out of the targeted 186,329 households, 180,889 households administered and encoded in the SWDI-IS (97.08%, or deviation of .5,440 households).
 - **a. Self-sufficiency level.** Out of the **targeted 55,899 households, 9,692 households are rated self-sufficient (17.33%, deviation of 46,207 households).**
 - **b. Survival level.** Out of the targeted **3,354 households, 4,847 households are at survival level (136.92%, additional 1,493 households).**

As of January 8, 2024, a total of 180,889 or 97.08% of the targets have undergone the assessment and with recorded Level of Well-Being (LOWB) in the SWDI-IS. Of this total, our region recorded that: a) 5.20% or 9,692 households were under Level 3-Self-Sufficient; b) 2.60% or 4,847 households were assessed under Level 1-Survival; and c) 89.28% or 166,350 households were assessed under Level 2-Subsistence in terms of their LOWB. The 2.92% variance of the reported unassessed 4Ps households were reported and validated as unlocated, no 0-18, transferred to other regions and some are administered but still for encoding due to systems downtime and maintenance.

To reach all the target household beneficiaries, our Regional Project Management Office (RPMO) carefully planned and carried out a clear strategy. We began by holding meetings (both internal and external) and getting local leaders involved to explain the purpose and process of the Social Welfare and Development Indicator (SWDI) assessment. This helped disseminate the schedule of SWDI activities in the communities we're targeting. Our field staff then visited households, conducting interviews, checking documents, and taking photos to confirm their economic situation. We double-checked and made sure all the information we got was accurate.

To maintain the accuracy of data gathered, the Provincial Operations Office (POO) staff reviewed all the assessment forms prior to the encoding. We also created a useful OPLAN SWDI Database/Tracker to

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monitor and track the progress of the assessment and encoding, identify areas needing augmentation and come up with a responsive strategy in meeting the timeline like setting up special encoding stations and having a night shift for our data encoders to work efficiently.

Working together with the Provincial and Municipal Inter-Agency Committee (P/MIAC) in meetings was crucial to getting support from our partners. We discussed our goals and how we validate households to make sure we help those who really need it. We used technology, creating an online tracker to prioritize tasks and keep an eye on how our field staff were doing. Social media tools were also maximized in finding people who moved or changed addresses, and our staff even visited upland farms to reach Indigenous Peoples (IP) beneficiaries.

To address issues like not enough laptops and internet problems, we teamed up with the Department of Information and Communication Technology (DICT). They helped us get free internet access and computers in specific locations. We also partnered with radio stations to share updates about our program and announce the names of 4Ps households getting help through SWDI. This whole approach ensures that the release of cash grants to those who need it goes smoothly, making it easy for them without too much travel or hassle. It's all about being efficient, fair, and transparent in helping our beneficiaries.

- **Pantawid Pamilya-related grievances resolved within established time protocol.** Out of the targeted 3,750 grievances received, 1,810 were resolved (48.27%, deviation of 1,940 grievances). Most of the grievances are about payments and card-related grievances.

Different strategies were employed at the municipality to ensure that its target eligible beneficiaries will receive their cash grants. Two weeks prior to every scheduled release of cash grants, the Pantawid Pamilya staff coordinates with the LBP Landbank of the Philippines Main Office as well as all LBP branch managers to ensure that ATM services are available. Also, business establishments with Point of Sale (POS) machines are notified ahead of schedule so that they can prepare for possible remittances by the beneficiaries. The POS providers augment in areas without ATMs. With this, the beneficiaries do not need to travel far and just spend less on transportation expenses to withdraw their cash grants. For the cash grant release to be organized, the provincial and municipal staff have coordinated with our LGU counterparts to discuss the payout schedules and for the latter to provide the needed assistance such as transportation and security.

On the other hand, the achievement of the targets set in these outcome indicators is yet to be reported:

- *Percentage of Pantawid households with improved well-being*
- *Percentage of Pantawid Pamilya children who returned to school*
- *Percentage compliance of Pantawid Pamilya households on school enrolment of children*
- *Percentage of Pantawid Pamilya households that availed key health services*
- *Percentage of Pantawid Pamilya households not availing key health services that availed key health services*

b. Financial Targets and Accomplishments

The Pantawid Pamilyang Pilipino Program (4Ps) has two (2) funds from which they source out their operational funds - Current Funds and Continuing Funds. Table 13 shows a detailed financial performance of the Program.

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Table 13. Summary of Financial Performance of the Pantawid Pamilya Pilipino Program (4Ps).

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate	
				Obligations (C/B)	Disbursement (D/B)
CURRENT FUND	614,932,853.35	570,736,770.92	513,367,368.17	92.81%	83.48%
CONTINUING FUND	2,104,578.41	2,104,578.41	2,097,818.41	100.00%	99.68%
TOTAL	617,037,431.76	572,841,349.33	515,465,186.58	92.84%	83.54%

As of 31 December 2023, the Pantawid Pamilya Pilipino Program was able to obligate **Php572,841,349.33** or **92.84%** of the **Php 617,037,431.76** total allocated fund and disburse **Php515,465,186.58** (**83.54%**). For the current fund, the 4Ps have been allocated a total amount of **Php614,932,853.35** wherein the obligated was **Php 570,736,770.92** (**92.81%**) and the disbursed was **Php 513,367,368.17** (**83.48%**). While for the continuing fund, the program has a total allocation of **Php2,104,578.41**, of which **100.00%** was obligated and **Php 2,097,818.41** or **99.68%** was disbursed.

The downloaded funds are allotted for the operating expenses of the program under administrative cost, advocacy materials and activities related to beneficiaries, meeting with partners under the M&E component, and training/orientation to partner beneficiaries and new Pantawid Pamilya staff. The Cost of Service is allotted for the salary of MOA workers and Personnel Services is allotted for the contractual salary and other benefits. Under monitoring and evaluation components, the majority of the amount represents traveling expenses of the staff to provide technical assistance, visit facilities, and conduct FDS and other activities of the program.

The unutilized amount is allotted for the augmentation to COS workers for their salary for the year 2024 amounting to **Php 21,419,555.95** and the remaining amount is savings from the procurement of ICT equipment, office supplies due to failed bidding of some provinces and savings from MCCT-ESSI grants.

c. Issues and Challenges

The Pantawid Pamilyang Pilipino Program (4Ps) faced major issues and challenges regarding the reclassification/ tagging issues (from 'poor' to 'non-poor') as experienced by some beneficiaries that affected their status as beneficiaries in the program, low-resolution rate of grievances, and other beneficiary concerns (health, education, and documentary-related) that affect the rate of compliance and overall program implementation. Table 14 shows the actions taken and recommendations by the 4Ps to respond.

Table 14. Pantawid Pamilyang Pilipino Program (4Ps) - Issues and Challenges, Actions Taken, and Recommendations.

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Issues and Challenges	Actions Taken	Recommendations
<p>A. Strategy There is lack of supporting documents for the EMV application of the newly registered households, resulting to non-moving accounts.</p>	<p>Identified households were assisted in providing alternative documents to support the registration to the program.</p>	<p>For the NPMO to ensure close coordination with the Land Bank of the Philippines and the 4Ps beneficiaries, related to the process of submission and needed documents to respond to non-moving accounts.</p>
<p>A. Political The upcoming barangay and SK elections may utilize the 4Ps payout schedules and withdrawals for the political gain of local government officials.</p>	<p>The Program abode by the COMELEC Election Ban Rules on Conduct of Programs, Activities, and Projects (PAPs) in any locality, which includes not scheduling/ conducting any 4Ps Payout.</p>	<p>For the NPMO and RPMO to ensure that 4Ps payout/ withdrawals will not be a venue for any campaign activity.</p>
<p>A. Technological There are still existing cash card issues specifically related to the timeline of Processing of LBP EMV Cash Cards.</p>	<p>The Program staff assisted the beneficiaries in monitoring and coordinating their grievances and concerns to the 4Ps mechanisms, for immediate resolution.</p>	<p>For the NPMO and RPMO to ensure coordination with the LBP and POS, to ensure ontime withdrawals and release of cash cards of the beneficiaries, are within the set timeline of the scheduled payouts.</p>
<p>A. Strategy There still remains recurring and unresolved grievances of the beneficiaries, mostly related to payment and cash cards. Some grievances, requests, and inquiries are not properly documented and timely resolved.</p>	<p>Staff are provided with technical assistance on handling and documenting grievances. Extensive monitoring of cases through incorporating alerts to the systems used in handling grievances. Alerts are sent to the staff to remind them when the grievance is due within the allotted timeline.</p>	<p>For the NPMO, RPMO, and POO enhance the current monitoring system to ensure that database handlers/ grievance staff are adept at handling and providing support to the encoded grievance cases within the target timeline. Build on the current system of sending alerts to the staff.</p>
<p>A. Strategy The Program has limited resources in improving the overall wellbeing of beneficiaries (i.e. 4Ps strategy only focused on health, education, and cash grants).</p>	<p>The program staff lobby for possible interventions from partners and stakeholders (CSOs, NGOS, etc.) to address SWDI gaps such as related to livelihood and employment.</p>	<p>For the NPMO and RPMO to reinforce the local and national policies related to the implementation of the 4Ps, particularly the DILG-DSWD JMC 2022-001, Seal of Good Local Governance, and other pertinent policy support (resolutions, EOs, etc.).</p>
<p>A. Political Non-inclusion of the 4Ps in the Annual Investment Plan of Local Government Units (LGUs).</p>		<p>In addition, the RPMO should lobby for the utilization of the</p>

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Issues and Challenges	Actions Taken	Recommendations
		FRVA results and SWDI assessment and inclusion in the Provincial Inter-Agency Advisory Committee (PIAC) and Municipal Inter-Agency Advisory Committee (MIAC).
<p>A. System Database error/ glitches hamper the encoding activities.</p> <p>Activities to be conducted often have overlapping schedules (OPLAN SWDI, FDS, Massive Updating) affecting staff implementation.</p>	Ensuring properly encoded data to the database, while also conducting simultaneous activities with emphasis on the accuracy of data and compliance to conduct of activities.	For the NPMO to have a centralized SWDI database in implementing the RCCT and MCCT and to conduct capacity building for newly hired staff and specialized training for SWOs as Case Supervisors to support the staff in implementing the program objectives.

e. Assessment/ Conclusion/ Ways Forward for the Pantawid Pamilyang Pilipino Program

The Pantawid Pamilyang Pilipino Program (4Ps) has three (3) HPMES output indicators, in which one (1) is fully achieved specifically for the households receiving cash grants. While the other two (2) indicators are partially achieved, which are about the grievances resolved and attainment of well-being of the target beneficiaries to Level 3. The accomplishments are significantly low (less than 50%), especially for the resolving of grievances, and households who are self-sufficient and are at a survival level.

During the 2nd semester, here are some of the major facilitating factors identified that contributed to the achievements of the program:

SWDI Administration

- Creation of Regional SWDI monitoring database to track the progress of the SWDI administration
- Maximizing the purpose of visit in the area. This includes SWDI tool administration, updating of members' information, conduct of FDS, validation activities, among others.

SWDI Encoding

- Hiring of encoders during the conduct of OPLAN SWDI and Massive Updating last October 2023
- Deployment of encoders in the designated encoding sites and

Provision of Interventions for the improved level of Well-being

- Presentation of SWDI results and gaps during the conduct of Municipal/ Provincial Inter-Agency Committee Meetings and Consultation Dialogue with Partners
- Referral of households to NGAS, LGUs, and CSOs for provision of interventions based on the SWDI gaps

Challenges or Hindering Factors:

SWDI Administration

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- There are instances that the household beneficiaries are not in their houses during the house-to-house visit despite the information dissemination prior to the SWDI administration in the area.
- There are households who transferred in other areas without notifying the case manager.

SWDI Encoding

- Systems' Downtime and unscheduled/ abrupt system's maintenance
- Power Interruption in some provinces
- System User Traffic
- System Glitch

Provision of Interventions for the improved level of Well-being

- In February 2023, an oil tanker carrying 5660 bbl of industrial fuel oil sank off in Naujan Oriental Mindoro, causing an oil spill in the waters of Oriental Mindoro and nearby provinces. The spill has extended to 70 areas in the MIMAROPA region and affected 22,000 families in Oriental Mindoro and Palawan. It also caused livelihood disruption to numbers of families and caused illness in the community. Number of 4Ps households have been affected by the disaster resulting in loss of their livelihood, food insecurity and sliding back of households' level of well-being.
- Number of 4Ps staff have been mobilized to respond in the oil spill such as:
 - Validation of households and social preparation
 - Provision of financial assistance/Pay out to affected households
 - Recovery and rehabilitation efforts
- Almost 25.93% of the target households belongs to the Indigenous People (IP) group who were assessed under survival and subsistence level of well-being. Only few of the 4Ps households attained a level 3 SWDI score given their current socio- economic situations despite the numerous interventions accessed by the family. These households are located in geographically isolated and disadvantaged areas (GIDA) in which communities are marginalized and with high incidence of poverty.
- Some of the Municipalities and CSOs partners engaged in the program have limited funds allocated to 4Ps beneficiaries for the provision of intervention even Municipal and Provincial resolutions have been passed to support the program implementation

Ways Forward for 2024/ Recommendations:

- For the encoders to double check the entries in the SWDI IS before clicking the submit button to avoid generation of incomplete SWDI encoding results (out of range SWDI score)
- For the ICTMS of the NPMO to integrate both RCCT and MCCT SWDI Information System into one (1) system for easy consolidation of results
- NPMO to ensure the availability of the reliable database both online and offline to avoid duplication of work and minimize wasting of resources.

Strategic Focus 2 Programs

KALAHI-CIDSS NCDDP

The Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services- National Community – Driven Development Program, known as KALAHI-CIDSS-NCDDP is a national poverty reduction program of the Philippine Government. Funded through loan proceeds from the Asian Development Bank (ADB) and World Bank (WB), the program aims to assist in the attainment of development goals to address various challenges of this millennium.

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Responding to the pandemic, KALAHI-CIDSS shifted towards implementing Additional Financing (AF) under the Disaster Response Operation Modality (DROM). Community-driven COVID-19 interventions involve communities undergoing the process of social preparation, identification of community sub-projects, and development of a proposal for fund request. Table 15 shows the summary table for the clients served by the KALAHI-CIDSS-NCDDP for 2023.

Table 15. Summary Table of Clients Served by the KALAHI-CIDSS-NCDDP in the Region (Per province/ district).

Province/ District	2023 Annual Targets (Sub-Projects)		Accomplishments (as of 31 December 2023)				
	Physical	Financial	Physical	% Physical	Financial	% Financial	HHs Served
OVERALL TOTAL	825	533,794,462.69	724	87.76%	520,278,796.82	97.47%	278,371
Oriental Mindoro	114	85,912,519.35	110	96.49%	74,509,566.69	86.73%	46,221
1st District	36	23,978,700.00	36	100.00%	22,506,116.1	93.86%	16,319
2nd District	78	61,933,819.35	74	94.87%	52,003,450.55	83.97%	29,902
Occidental Mindoro	182	170,665,680.84	132	72.53%	138,805,239.92	81.33%	44,855
1st District	129	134,183,964.95	88	68.22%	101,526,161.67	75.66%	26,690
2nd District	53	36,481,715.89	44	83.02%	37,279,078.25	102.19%	18,165
Marinduque	7	15,000,000.00	1	14.29%	13,735,534.15	91.57%	258
Romblon	254	82,103,400.00	222	87.40%	125,970,935.67	153.43%	67,988
Palawan	268	180,112,863	259	96.64%	167,257,520.39	92.86%	119,049
1st District	129	95,748,324	128	99.22%	83,193,436.34	86.89%	15,643
2nd District	121	66,819,038.23	120	99.17%	67,080,952.41	100.39%	97,756
3rd District	18	17,545,500.00	11	61.11%	16,983,131.64	96.79%	5,650

As of 31 December 2023, the program accomplished 724 out of the 825 target subprojects (87.76%) and utilized Php 520,278,796.82 or (97.47%) of the total allocated budget for implementation. As such, there are 278,371 households benefiting from the subprojects. Amongst the five (5) provinces in the MIMAROPA Region, Palawan (96.64%) and Oriental Mindoro (96.49%) has the highest achievement of physical targets of subprojects, in which Palawan and Romblon have the highest served households.

a. Physical Targets and Accomplishments

As of 31 December 2023, the KALAHI-CIDSS-NCDDP has fully achieved the targets of its four (4) HPMS indicators, specifically:

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- **Communities implementing KC NCDDP AF.** Out of target 701 barangays, 872 barangays including PMNP and KKB (124.39%, or additional 171 barangays).
- **Households benefited from completed sub-projects.** Out of the targeted 175,188 households, 278,371 households benefited from completed subprojects (158.90%, additional 103,183 households)
- **Women volunteers trained on CDD.** Out of the target 50.00% women volunteers, 66.11% or 11,732 women are trained on CDD (132.22%, or additional 32.22% or 2,860 women). Out of the total volunteers trained on CDD, 11,732 are women and 6,013 are men.
- **Completed KC-NCDDP projects that have satisfactory or better sustainability evaluation (SE) rating.** Out of the target 85% of projects, 99.51% of the 733 sub projects conducted SE has satisfactory and above rating. Specifically, 1,360 rated excellent, 3,139 rated very satisfactory, and 180 rated satisfactory.

In addition, the KALAH-CIDSS has also partially achieved the two (2) HPMES indicators:

- **Sub-projects completed in accordance with technical plans and schedule.** Out of targeted 825 subprojects, 724 are completed (87.76%, deviation of 101 subprojects)
- **Paid labor jobs created by KALAH-CIDSS NCDDP are accessed by women.** Out of the target 35%, 33.63% are accessed by women (96.08%, deviation of 3.91%). The deviation is influenced by the reason that subprojects (SP) implemented in the contract had a very low engagement of workers hired by the contractors. Municipalities already strategized to cope with the low percentage of other SPs and increase the number of women workers in other SPs being implemented. Efforts were made to encourage the involvement of women in other paid labor opportunities. Women workers were motivated in taking up positions such as timekeepers, and other similar positions which were as important in contributing to sub-project completion but had fewer technical requirements.

b. Financial Targets and Accomplishments

The KALAH-CIDSS-NCDDP has two (2) main fund categories - current and continuing, which is funded by different sub-programs. For current funds, there are six (6) funding sources. As for the continuing funds, there are two (2) funding sources: AF and KKB. Table 16 shows a detailed financial performance of the Program.

Table 16. Summary of Financial Performance of the KALAH-CIDSS NCDDP.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate (%)	
				Obligations (C/B)	Disbursement (D/B)
Current Fund					
KC-NCDDP AF Current Fund	459,371,003.79	455,544,874.51	427,983,188.07	99.17%	93.17%
KC KKB	157,119,294.35	155,707,561.90	147,245,917.64	99.10%	93.72%

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Current Fund					
KC-PMNP Current Fund	123,125,601.00	122,774,960.01	120,595,404.92	99.72%	97.95%
KC - PAMANA Current Fund	1,800,000.00	1,800,000.00	1,800,000.00	100.00%	100.00%
CURRENT FUND TOTAL	741,415,899.14	735,827,396.42	697,624,510.63	99.25%	94.09%
Continuing Fund					
KC-NCDDP AF Continuing Fund	18,903,116.74	18,659,916.74	18,659,916.74	98.71%	100.00%
KC KKB Continuing Fund	630,000.00	630,000.00	630,000.00	100.0%	100.00%
CONTINUING FUND TOTAL	19,533,116.74	19,289,916.74	19,289,916.74	98.75%	98.75%
OVERALL TOTAL	760,949,015.88	755,117,313.16	716,914,427.37	99.23%	94.21%

As of 31 December 2023, the KALAHI-CIDSS Program was able to **obligate Php 755,117,313.16 or 99.23%** of the **Php 760,949,015.88 total allocated fund** and disburse **Php 716,914,427.37 (94.21%)**. For the current fund, the program has been allocated a total amount of **Php 741,415,899.14 wherein the obligated was Php 735,827,396.42 (99.25%) and the disbursed was Php 697,624,510.63 (94.09%)**. While for the continuing fund, the program has a **total allocation of Php 19,533,116.74**, of which **Php 19,289,916.74 (98.75%) was fully utilized**.

c. Issues and Challenges

The KALAHI-CIDSS-NCDDP also faced issues especially related to instances of delayed provision of Local Counterpart Contribution, shift of procurement processes, and lack of local counterpart on staff handling data, and disasters/ incidents affecting subprojects implemented. Table 18 shows the actions taken and recommendations done by the Program to respond.

Table 17. KALAHI-CIDSS-NCDDP - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
There were instances of delayed or hesitant provision of Local Counterpart Contribution (LCC) from the LGUs [ROMBLON]	Efforts were made to engage with the LGUs to better discuss and explain the signed Memorandum of Agreement and agreed program implementation guidelines.	For the RPMO to reiterate guidelines on the Memorandum of Agreement and highlight shared ownership of the project.
BLGU, as the procuring entity, does not have proper knowledge on the facilitation of the	Training sessions were provided prior to the scheduled procurement process. Technical	For the RPMO to continue to support technical assistance

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procurement process under RA 9184 [ROMBLON] [MAGSAYSAY] [CALINTAAN][ABRA DE ILOG]	Assistance was constantly made available.	and support of the BLGUs on the RA 9184
Unavailability of eligible suppliers within the municipality	Coordination with the RPMO with regards to next steps and possible alternative means of procurement	For the RPMO to coordinate with the NPMO and LGUs for drafting possible agreements with suppliers around the are
Lack of a Municipal Data Analyst	The MDA Position is under the payroll job-order of the LGU. RPMO augments data compliance and reporting at the Provincial level.	For the RPMO/ Local Staff to advocate the importance of an MDA in their LGUs
Sub Projects which were already implemented in a limited and short timeline, were damaged during the typhoon [ROMBLON]	Creation of an incident report addressed to the Regional Office and LGU	Promote shared ownership with LGU and seek guidance on how to intervene
Strategy/ Social: Hiring were significantly dependent on the discretion of the contractor – often with less preference for women workers due to the labor-intensive nature of the SPs.	The low percentage of women in SPs of some municipalities were compensated by ensuring an increase of women involvement in other SPs being implemented.	For the NPMO and RPMO include in the contracts, before awarding to the contractor, the required number of women to be hired, especially for roles not demanding extensive physical exertion.

d. Good Practices and Innovative Strategies of the KALAHICIDSS NCDDP

The KALAHICIDSS-NCDDP adopted innovative strategies by creating programmatic monitoring tools to increase efficiency in data management and reporting, providing local training on data management, as well as supporting capacity-building efforts on budgeting, planning, and accountability as relevant to the Community Driven Development activities. Table 17 shows a detailed description of the good practices/ innovations/ strategies of the Program.

Table 17. Good Practices and Innovative Strategies of the KALAHICIDSS-NCDDP.

AREA	Description (Good Practices/Strategies)
Conduct of Municipal Orientations on the proposed Municipal Talakayan	Municipal Orientations were conducted to orient the Municipal Inter-Agency Committees (MIAC) of target municipalities for the Municipal Talakayan. The orientation also serves as an opportunity to exchange commitments and deliverables leading up to the conduct of the proposed activity. These Municipal Orientations often lead to the creation of ad-hoc committees or the designation of individuals by the Mayor as focal persons, for the purpose of coordinating and sharing data with the RPMO.

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Creation of a new consolidated database for KPI Monitoring	Following the month-long service interruption of the GTWA and PIMS, the M&E unit created an online consolidated database for encoding raw data for the purpose of generating reports and tracking accomplishments.
Creation of a new tool for automated updating of HPMES	Following the creation of a new online consolidated database, a new tool was created that automatically calculates and updates the Planning Section's HPMES database within regular time intervals. The tool is synced with the M&E API database, Engineering Database, and the Finance Section's RFR database.
Creation of an automated dashboard presentation of KPI accomplishments	Given the conduct of multiple regular meetings requiring program updates, the M&E Team created a presentation also in sync with the above-mentioned databases and tools that provides a visualized summary of program accomplishments.
Conduct of regional learning session for the Multi-Stakeholders Inspectorate Team (MSIT) in FO VI, CAR, and CALABARZON.	The field office facilitated the learning sessions in performing LGU areas from other regions and increased the sense of accountability of MSIT in sustaining the completed sub-projects of KALAHICIDSS.
Conduct of the DSWD-DILG Partnership training for the improved governance of the Barangay LGUs through the Barangay Development Planning (BDP) Training.	The result of the activity will be implemented to all Barangay and Municipalities in the Region aiming to enhance their Barangay Development Investment Plan (BDIP) sensitive to community needs using the KALAHICIDSS Participatory Situational Analysis (PSA) tool and the Community-Driven Development activities.
Conduct of the Data Management Training – Data Quality Assessment for Municipal Data Analysts.	The activities have improved the skills of the LGU counterpart Municipal Data Analyst in using advanced monitoring systems (dashboard, looker studio, google site, auto-crat/mail-merge, business intelligence tool).

e. Assessment/ Conclusion/ Ways Forward for the KALAHICIDSS-NCDDP

The KALAHICIDSS-NCDDP has six (6) HPMES indicators, in which four (4) are fully achieved and two (2) as partially achieved. The latter indicators are those related to the number of subprojects implemented according to timeline, and the paid labor jobs accessed by women. This deviation is influenced by the reason that subprojects (SP) implemented in the contract had a very low engagement of workers hired by the contractors. Municipalities already strategized to cope with the low percentage of other SPs and increase the number of women workers in other SPs being implemented. The RPMO should continue efforts to encourage the involvement of women in other paid labor opportunities. Women workers were

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motivated in taking up positions such as timekeepers, and other similar positions which were as important in contributing to sub-project completion but had fewer technical requirements.

Other lessons learned and recommendations are as follows:

- Shift from Community-Based Procurement Manual (CBPM) to application of the RA 9184

This led to challenges and delays in Sub Project Implementation (SPI). Area Coordinating Teams (ACT) and Municipal Coordinating Teams (MCTs) are not knowledgeable and are inexperienced with the provisions of RA 9184. Approximately 95% of barangays are inexperienced with the competitive bidding process and are not capacitated on the provisions of RA 9184. The law mandates that only accredited instructors of the Government Procurement Policy Board (GPPB) can conduct procurement training on RA 9184. DSWD Staff are not allowed to conduct procurement training on RA 9184.

As such, The field office should capacitate employees on the GPPB and conduct roll-out training for the COS-MOA staff for their readiness and capacity to provide technical assistance to their assigned communities.

- Flexible timelines in relation to financing of projects

Implementation of KALAHI-CIDSS additional financing have been hampered several times which led to adjustment in timeline as a result of budget constraints in the GAA. Planning activities were done simultaneously and consultation between the FO and LGUs were facilitate to level-off scenarios and expectation from the project. It is important to note that timeline of the loan does not extend even if constraints on the GAA is experience.

As such, The field office should be adaptive and be open with the communication between the management and local chief executive to level-off expectation regularly. Program updates should be communicated immediately once available especially changes in allocation of funds and catch-up timeline in the implementation. It is important to note that the success in implementing a project with a very tight schedule should be managed by experts and experienced employees. The field office should invest in institutionalizing the program and ensure continuity of program staff sine the success of the agency is dependent to the absorptive capacity of its manpower to deliver and adapt in critical scenarios.

- Implementation of the B2P2

BP2P RPMO has a target of 500 family beneficiaries with 707 beneficiary applicants, 504 of these are eligible and 32 families have been served amounting to Php 1,387,279.50 total funds disbursed for the second quarter. Investment in the BP2 program has been difficult due to the lack of policy support in the new administration, changes in the allocation of funds and realignment activities led to delay in mobilization and implementation activities.

As such, the DSWD must be very consistent with the provision of the project from its implementation to its sustainability mechanism. Currently the BP2P have new employees and this would lead cause delay in monitoring activities considering the learning curve and adaptability of new staff to deliver outputs expected by the project. In the CY 2024, it is important to conduct intensive monitoring activities on the condition of beneficiaries who received the project and conduct a study on the effectiveness of the program.

- Continuation of the Barangay Development Planning roll-out trainings

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The RPMO conducted roll-out training and technical assistance to the Local Government Unit in partnership with the Department of Interior Local Government to implement the Barangay Development Planning (BDP) roll-out training. The capacity of the KALAHI-CIDSS to conduct partnership activities was tested and proven effective. Roll-out activities in seventy (70) municipalities have been successful and recognized at the national level. Good practices of the FO in documentation the on-site activities, post-activity documentation and innovative approach doing media engagement led to acknowledgement of implementers at the national level.

As such, the agency and field office should establish continuous follow-through and adopt the same participatory process activities in all of its community-based operational planning.

Strategic Focus 2 Programs

Sustainable Livelihood Program

The Sustainable Livelihood Program (SLP) endeavors to strengthen the skills, competencies, abilities, and resources of poor Filipino families, and create an enabling environment for accessing income-generating opportunities to address basic needs, thereby improving their socio-economic well-being.

The Sustainable Livelihood Program (SLP) is a capability-building program for poor, vulnerable, and marginalized households, as well as for communities to improve their socio-economic conditions through accessing and acquiring necessary assets to engage in and maintain thriving livelihoods. Table 18 summarizes the clients served by the SLP per province/ district in the region for the year 2023.

Table 18. Summary Table of Clients Served by the SLP in the Region (Per province/ district), for Regular Projects.

Province/ District	2023 Annual Targets (Regular Projects)		2023 Accomplishments (as of 31 December 2023)			
	Physical	Financial	Physical	% Physical	Financial	%Financial
PROGRAM TARGET	7,044	105,789,135	7,346	104.29%	108,099,135.00	102.18%
Oriental Mindoro	1,414	21,396,000.00	1,503	106.29%	21,756,000.00	101.68%
1st District	1,149	17,541,000.00	1,228	106.88%	17,751,000.00	101.20%
2nd District	265	3,855,000.00	275	103.77%	4,005,000.00	103.89%
Occidental Mindoro	1,623	23,780,000.00	1,698	104.62%	24,470,000.00	102.90%
Marinduque	717	10,755,000.00	717	100.00%	10,755,000.00	100.00%
Romblon	1,476	22,905,000.00	1,544	104.61%	3,130,000.00	13.67%
Palawan	1,814	26,953,135.00	1,884	103.86%	27,988,135.00	103.84%
1st District	1,081	16,005,000.00	1,118	103.42%	16,545,000.00	103.37%

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2nd District	431	6,450,000.00	448	103.94%	6,705,000.00	103.95%
3rd District	302	4,498,135.00	318	105.30%	4,738,135.00	105.34%

As of 31 December 2023, the SLP has served 7,346 out of its 7,044 beneficiaries for its regular projects (including the OSEC, additional fund augmentation, referrals, Zero Hunger, and EO 70) (104.29%, or additional 302 beneficiaries). It has also allocated a total of Php 108,099,135.00 or 102.18% of its target financial accomplishment. Amongst the 5 provinces in the region, Oriental Mindoro has the highest percentage of served beneficiaries or 1,228 out of target 1,149 beneficiaries (106.29%, or additional 89 beneficiaries served), while Marinduque has the lowest percentage but without deviation (100.00% of target beneficiaries served). As for the financial utilization, Palawan has the highest percentage (103.84%) while Romblon has the lowest (13.67%).

Table 19. Summary Table of Clients Served by the SLP in the Region (Per province/ district), for Special Projects.

Province/ District	2023 Annual Targets (Special Targets)		2023 Accomplishments (as of 31 December 2023)			
	Physical	Financial	Physical	% Physical	Financial	%Financial
PROGRAM TARGET	7,667	88,838,910.00	7,667	100.00%	88,838,910.00	100.00%
Oriental Mindoro	6,256	67,723,910.00	6,256	100.00%	67,723,910.00	100.00%
1st District	3,223	34,083,910.00	3,223	100.00%	34,083,910.00	100.00%
2nd District	3,033	33,640,000.00	3,033	100.00%	33,640,000.00	100.00%
Occidental Mindoro	43	645,000.00	43	100.00%	645,000.00	100.00%
Marinduque	12	180,000.00	12	100.00%	180,000.00	100.00%
Romblon	670	10,000,000.00	670	100.00%	10,000,000.00	100.00%
Palawan	686	10,290,000.00	686	100.00%	10,290,000.00	100.00%
1st District	267	4,005,000.00	267	100.00%	4,005,000.00	100.00%
2nd District	85	1,275,000.00	85	100.00%	1,275,000.00	100.00%
3rd District	334	5,010,000.00	334	100.00%	5,010,000.00	100.00%

As of 31 December 2023, the SLP has served 100.00% of its 7,667 target beneficiaries for its special projects including concretion insertion (CI), referral, oil spill response, and PAMANA. At the same time, 100.00% of its financial allocation has also been fully utilized.

a. Physical Targets and Accomplishments

As of 30 November 2023, the Sustainable Livelihood Program (SLP) is able to partially achieve the targets of these two (2) HPMES indicators:

- ***Participants assisted the Sustainable Livelihood Program (Current Funds).*** Out of the target **6,008 participants** for regular projects, **5,798 participants assisted (96.50%, variation of 210 participants).**

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- **Participants assisted the Sustainable Livelihood Program (Current Funds).** Out of the target 9,618 participants for special projects, 9,596 participants assisted (99.77%, variation of 22 participants).

b. Financial Targets and Accomplishments

The SLP has three (3) types of fund source - current fund, continuing fund, and the PAMANA Program Fund. Table 20 shows a detailed financial performance of the Program.

Table 20. Summary of Financial Performance of the SLP.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Disbursement (D/B)	Obligations (C/B)
CURRENT FUND (DR)	78,697,000.00	69,073,907.03	64,437,832.99	87.77%	81.88%
CURRENT FUND (CMF)	187,965,188.00	178,408,320.50	162,315,096.18	94.92%	86.35%
SUBTOTAL CURRENT FUNDS	266,662,188.00	247,482,227.53	226,752,929.17	92.81%	85.03%
CONTINUING FUND	12,001,564.05	12,001,564.05	11,670,516.20	100.00%	97.24%
PAMANA FUND	3,305,082.00	3,204,733.50	3,168,114.50	96.96%	95.86%
TOTAL	281,968,834.05	262,688,525.08	241,591,559.87	93.16%	85.68%

As of 30 November 2023, the Sustainable Livelihood Program was able to **obligate Php 262,688,525.08 or 93.16%** of the **Php 281,968,834.05 total allocated fund** and disburse **Php 241,591,559.87 (85.68%)**. For the current fund, the program has been allocated a total amount of **Php 266,662,188.00** wherein **Php 247,482,227.53 (92.81%)**, while **Php 226,752,929.17 (85.03%)** was disbursed. While for the continuing fund, the program has a total allocation of **Php 12,001,564.05**, of which **100% was obligated and Php 11,670,516.20 or 97.24% was disbursed**. Additionally, the SLP also receives finance from the PAMANA Fund, amounting to a total allocation of **Php 3,305,082.00**, of which **Php 3,204,733.50 (96.96%)** was obligated and **Php 3,168,114.50 (95.86%)** was disbursed.

c. Issues and Challenges

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The Sustainable Livelihood Program (SLP) faced issues and challenges especially related to the identification of beneficiaries as affected by recent tagging issues of poor and non-poor households, providing technical assistance on the guidelines of implementing the program, and bank requirements for the beneficiaries. Table 21 shows the actions taken and recommendations done by the Program to respond.

Table 21. SLP - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
Implementation of MC 07 series of 2023 Guidelines. (Revised Guidelines for Comprehensive Implementation of the Sustainable Livelihood Program)	Give brief orientation on the Guidelines during the Training and Meeting conducted, in relation to the effectiveness of the Guidelines, implication of the MC 07 against MC 22 s. of 2019 implementation, and the changes of tools and template.	Conduct the full orientation/Training on the Implementation of the MC 07 series of 2023 Guidelines.
<p>Strategy: Influx of different funds not included in the original targets, resulting to multitasking and overlapping with scheduled activities.</p> <p>Staff: Limited number of staff complement to workload available.</p>	Conduct of regular strategy sessions and monitoring activities to meet the targets by maintaining close coordination with the program staff implementers.	For the NPMO and RPMO to conduct proper planning and strategizing in implementing the additional activities through monitoring the schedule, or through hiring additional staff.
<p>Political/ Legal: Political interventions wanting to influence participant selection.</p> <p>Legal: Non-exemption of tax collection to the SLPAs.</p>	Re-orientation and information dissemination of existing program guidelines for local partners.	For the RPMO staff to discuss and lobby the full support of local partners during meetings such as consultation meetings, MIAC, LCEs Conferences, among others.
<p>Technological: Low adaptability of some program participants to latest technology.</p>	Provision of capacity building activities related to social media marketing, e-wallet and e-commerce.	For the NPMO and RPMO to include technical assistance and capacity building initiatives for program participants including topics on innovations on technology and digital marketing seminars.

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<p>Economic: Economic inflation affecting prices of commodities and cost of goods.</p> <p>Environmental: Inevitable natural disasters affecting enterprise and livelihood.</p>	<p>Provision of capacity building activities and information sessions focused on business continuity and resiliency.</p>	<p>For the NPMO and RPMO to partner with other relevant agencies to sustain capacity building activities on strengthening the resiliency of the program participants in conducting their livelihood and enterprise initiatives.</p>

d. Good Practices and Innovative Strategies

The SLP has also recorded some good practices and innovative strategies focused on the digitalization of documents and partnership with other stakeholders on technical assistance. Table 22 shows the detailed description and results of these practices conducted during the year 2023.

Table 22. Good Practices and Innovative Strategies of the SLP.

AREA	Description (Good Practices/Strategies)
Digitalization of reports and documents	Digitalization and Online Access of Processes and Documents related to project proposals.
Partnership with other stakeholders on the provision of technical assistance	Partnership with other government agencies to provide technical assistance and capacity-building for livelihood support, and management of projects or businesses.
Results-based Monitoring and Evaluation (RBME) Training	Highlighted with the staff the importance of data generation and reporting, that essential on the management decision making. Looking beyond the accomplishment to identify the real impact of SLP as one of the DSWD social protection programs

e. Assessment/ Conclusion/ Ways Forward for the SLP

The Sustainable Livelihood Program (SLP) has partially achieved two (2) of its HPME indicators, specifically on the payment of previous funds' pending payments. During the year, the program focused on the social preparation aspect of the program, as well as welcoming the newly improved program or "Sibol", and payment of previous funds' pending payments for the beneficiaries. With an improved policy on board (MC 07 series of 2023 - Revised Guidelines for Comprehensive Implementation of the Sustainable Livelihood Program), the Sustainable Livelihood Program should strive to continue current facilitative strategies, especially on providing support to technical staff in conducting results based monitoring and evaluation capacity building, as well as having direct engagement with the target

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beneficiaries, through conducting spot checks in the target areas. Continue to explore ways on working with other programs.

Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

Among the various division of DSWD Field Office MIMAROPA, the Protective Services Division (PSD) is mandated to supervise, monitor, and provide technical assistance and resource augmentation for responsive and efficient implementation of social welfare and development (SWD) programs and projects to ensure the protection of the vulnerable sectors such as children, youth, women, older persons, persons with disabilities, solo parents, families and communities and to individuals in crisis situation.

For this year, the PSD encompassing all of its Sections and Units implemented the different programs and services, and achieved a significant number of milestones and other activities for and with the poor and disadvantaged sectors in MIMAROPA Region. Series of learning and development interventions for the partner local program implementers and stakeholders were also held to help them manage and deliver quality services.

The PSD was allocated with Php 2,163,242,020.00 annual budget whereas Php 717,318,020.30 is under Centrally Managed Fund and Php 1,445,924,000.00 under Direct Release Fund. Meanwhile, to fully utilize the allocated funds, regular payouts to indigent older persons under the Social Pension program and provision of financial assistance were given to individuals in crisis situations. Similar payouts were likewise conducted to child laborers, solo parents, former rebels, Person Living with HIV (PLHIV), among others until the third week of December 2023.

Enhancement of Memorandum of Agreement of Supplementary Feeding Program, Social Pension Program and Assistance to Individuals in Crisis Situation were spearheaded to strengthen the provision of assistance and commitment of the partner LGUs.

The achievements of the different programs under the PSD include the major program management offices (SFP, Social Pension, and AICS), the center-based services (MYC), and the community-based services.

Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

Supplementary Feeding Program

The Department of Social Welfare and Development Supplementary Feeding Program (SFP) as one of the social safety net programs, protects the children and families from the effect of the COVID-19 pandemic, making a substantial impact in our fight against hunger and poverty. The Supplementary Feeding Program with its wide options for the implementation modalities, aims to ensure the welfare of children by addressing issues of hunger and food security amid the nutrition emergency. During the 1st semester of 2023, the program focused on the status and updates for the 11th Cycle, 12th cycle implementations, preparation for the 13th cycle, and other activities and accomplishments for the second quarter of CY 2023. While the 2nd semester focused on the consolidation of the achievements of the 12th cycle, while also downloading the funds of the 13th Cycle implementation.

Recognizing the importance of adequate nutrition in early childhood development, the program aims to improve the health and well-being of children by providing them with nutritious meals or snacks.

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Implemented in collaboration with Local Government Units (LGUs) and other stakeholders, the program targets children aged 2 to 5 years old who are enrolled in Child Development Centers and Supervised Neighborhood Play. By supplementing the diets of these children with nutritious meals, the program contributes to their physical growth, cognitive development, and overall educational outcomes, thereby paving the way for a brighter future for the young generation of the Philippines.

The DSWD is mandated to implement the Supplementary Feeding Program (SFP) that is anchored on RA 11037 or “Masustansyang Pagkain para sa Batang Pilipino Act”, is designed to address undernutrition among Filipino children enrolled in child development centers and supervised neighborhood playgroups by providing nutritious meals or hot snacks. Aside from the provision of supplementary nutritious meals, other component activities such as the Milk Feeding Program, Pabasa sa Nutrisyon, Parent Effectiveness Service, vegetable gardening, AGAPAPAY 2.0 Project and many other activities are implemented side by side with regular feeding in order to address the hunger and undernutrition concern in the MIMAROPA Region.

a. Physical Targets and Accomplishments

As of 31 December 2023, the SFP has conducted activities that ensure the achievement of indicators in the 11th, 12th, and 13th Cycles. Specifically, the Program was able to fully achieve the targets of these two (2) HPMES indicators:

- **11th Cycle Targets and Accomplishments (SY 2021-2022)**

Children in CDCs and SNPs provided with 11th Cycle supplementary feeding. Out of target 78,479 children, a total of 79,573 children (78,625 are DSWD funded, and 948 LGU funded) (101.39%, or additional 1,094 children). With completed 60 feeding days (Twice-A-Day Feeding) conducted in 2,429 Child Development Centers and Supervised Neighborhood Plays. Specifically, the 11th Cycle SFP implementation utilized the following modalities: food packs distribution through regional procurement for 37 LGUs (11 LGUs from Occidental Mindoro, 11 LGUs from Oriental Mindoro and 15 LGUs from Palawan) and 23 Municipalities/Cities for Transfer of Funds (TOF) for LGUs with two consecutive failed bidding/ evaluated based on LGU standing (6 LGUs from Marinduque, 14 LGUs from Romblon, 2 LGUs from Oriental Mindoro.

A total of sixty (60) LGUs provided with the Supplementary Feeding Program in 2,429 Child Development Centers and Supervised Neighborhood Plays with completed 60 Twice-A-Day Feeding (TADF).

- **12th Cycle Targets and Accomplishments (SY 2022-2023):**

Children in CDCs and SNPs provided with 12th Cycle supplementary feeding. Out of the targeted 78,479 children, 92,470 children (117.82%, or additional 13,991 children). Specifically, the children served by the SFP are 92,470 children from DSWD funds and 13,413 children from LGU funds.

On the other hand, two (2) HPMES indicators remain to be partially achieved:

- **12th Cycle Targets and Accomplishments (SY 2022-2023):**

Children in SNPs and CDCs with improved Nutritional Status (NS) (12th Cycle). As of 31 December 2023, only partial and unofficial data is available due to still ongoing/ ongoing validation of data for other provinces. **Out of the target 81% with improved nutritional status, 46.52% improvement rate** from severely underweight/ underweight to normal (based on data from 52 out of 72 LGUs with submitted weight monitoring reports) **(57.41%, or deviation of 34.5% improvement in Nutritional Status).**

Waiting for the submission of LGUs for the total children weighed for the 3 indices (Weight-for-Age, Height-for-Age, Weight-for-Height)

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- *Weight-for-Age*: 91% and above of target children were weighed prior and after the provision of feeding;
- *Weight-for-Height*: 91% and above of children have baseline and end line data on weight-for-height (wasting);
- *Height-for-Age*: 91% and above of children have baseline and end line data on height-for-age (stunting); 31 and more days advance

The 12th Cycle SFP implementation utilized the schemes Regional Procurement for thirty-eight (38) LGUs and Transfer of Funds for twenty – six (26) LGUs. In lieu of program devolution talks, eight (8) LGUs have partial and full fund allocation for SFP implementation. However, three (3) LGUs (Mansalay, Cajidiocan, and Cagayancillo) did not have 12th Cycle implementation in their locality.

A total of sixty-nine (69) LGUs were provided with the Supplementary Feeding Program in 2,830 Child Development Centers and Supervised Neighborhood Playsgroups with completed 60 Twice-A-Day Feeding (TADF).

- **13th Cycle Targets and Accomplishments (SY 2023-2024).**

Children in CDCs and SNPs are provided with 13th Cycle supplementary feeding. Out of the **target 78,479 children, 20,219 children provided with supplementary feeding** (24.62%, or a deviation of 59,160 children).

As of 31 December 2023, the program served a total of 20,219 or 25.76% of the target 78,479 children in CDCs and SNPs. The program already downloaded funds to the remaining LGUs for a total of 58,303 children amounting to Php 104,945,400.00 for the SFP 13th Cycle for LGUs implementation.

The 13th Cycle of the program is expected to commence in line with the start of classes in Child Development Centers (CDCs) around August or September 2023. The SFPMO has already engaged in discussions with the LGUs that successfully completed the 12th Cycle, outlining the targets for the upcoming cycle. Furthermore, the SFPMO has also considered the requests made by LGUs for fund augmentation and adjustments to the program's targets, taking into account their specific needs and circumstances. As the 13th Cycle approaches, the program is preparing to align its efforts with the start of classes and fulfill the requirements for LGU fund transfers.

Generally, the LGUs with delayed implementation was due to difficulty in the procurement process with a low budget of Php 15.00 per child per day. As advised by SFP – Central Office last face to face meeting, the LGUs with pending implementation will be given an ultimatum to implement at least 90 days completed feeding days by December 2023.

Table 23. Supplementary Feeding Program 13th Cycle - Physical and Financial Targets.

Province/ City/ Municipality	2023 TARGETS		2023 ACCOMPLISHMENTS (As of December 31, 2023)		% OF 2023 ACCOMPLISHMENTS	
	Physical	Financial	Physical	Financial	Physical (%)	Financial (%)
TOTAL	78,479	141,262,200.00	20,219	36,394,200.00	25.76%	25.76%
Oriental Mindoro	23,673	42,611,400.00	825	1,485,000.00	3.48%	3.48%

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1st District	10,824	19,483,200.00	-	0.00	0.00%	0.00%
Second District	12,849	23,128,200.00	825	1,485,000.00	6.42%	6.42%
Occidental Mindoro	18,689	33,640,200.00	2,000	3,600,000.00	10.70%	10.70%
Marinduque	6,362	11,451,600.00	-	-	0.00%	0.00%
Romblon	9,056	16,300,800.00	-	0.00	0.00%	0.00%
Palawan	20,699	37,258,200.00	17,394	31,309,200.00	84.03%	84.03%
1st District	7,600	13,680,000.00	4,295	7,731,000.00	56.51%	56.51%
Second District	13,099	23,578,200.00	13,099	23,578,200.00	100.00%	100.00%
Third District	-	0.00	-	0.00	0.00%	0.00%

The 13th Cycle SFP Implementation is anticipated to begin concurrently with the beginning of classes in CDCs by August or September 2023. Major challenges included the Barangay and Sanggunian Kabataan Election Ban which hampered the timely downloading of funds during the set ban period, and the shift from Regional Procurement (done by the Regional Program Management Office) to the Community-based Procurement (mainly by LGUs) which presented a limited number of bidders and suppliers in the localities.

Milk Feeding Program - 12th Cycle

The Milk Feeding Program in the province of Oriental Mindoro began its 12th Cycle implementation on the first week of June serving 3,716 undernourished children in 7 LGUs (Baco, Bongabong, Bansud, Bulalacao, Victoria, San Teodoro and Gloria) and 1,812 children from the municipalities of Puerto Princesa City, Aborlan and Roxas and with completed 120 feeding days as of 31 December 2023.

Table 25. Milk Feeding Program 12th Cycle - Targets and Accomplishments.

Province	Target	Accomplishments (As of 31 December 2023)
Oriental Mindoro	3,716	3,716 or 100% served Baco - 531 Bongabong - 1,110 Bansud - 493 Bulalacao - 500 Victoria - 471 San Teodoro - 253 Gloria – 358
Palawan	1,812	1,812 or 100% served Puerto Princesa - 1,052 Aborlan - 360 Roxas – 400
Total	5,528	5,528

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Milk Feeding Program - 13th Cycle

100% of funds were downloaded to the National Dairy Authority for the milk feeding program equivalent to Php16,876,440.00 for 6,697 children. Fund transfer was delayed due to the non-inclusion to the election ban exemption and the time used for the procurement process. Funds were only downloaded on October 3rd week after the issuance of the certification of inclusion for SFP was released. The procurement process after downloading of funds took more or less two (2) months.

Table 26. Milk Feeding Program 12th Cycle - Targets and Accomplishments.

Province	Target
Oriental Mindoro	3,327 (Baco - 531; Bansud-540; Bongabong - 602; Bulalacao - 545; Victoria - 509; San Teodoro - 350; Pola - 200)
Occidental Mindoro	1,424 (Abra de Ilog- 889; Paluan - 535)
Palawan	1,846 (Aborlan - 250; Balabac- 512; Cagayancillo- 120; Rizal – 964)
Romblon	150 (San Jose -150)
Total	6,697

b. Financial Targets and Accomplishments

As of 31 December 2023, the SFP has two funding sources and types of targets: carry-over (12th Cycle) and current (13th Cycle). It also has two (2) components, the Supplementary Feeding Program, and the Milk Feeding Program. Specifically, the source of funds are shown in Table 27.

Table 27. Summary of Financial Performance of the Supplementary Feeding Program (12th Cycle).

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate (%)	
				Obligations (C/B)	Disbursement (D/B)
Current Fund	226,011,440.00	222,993,288.65	220,437,683.13	98.66%	97.53%
Continuing Fund	9,078,559.53	9,078,559.53	9,078,559.53	100.00%	100.00%

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TOTAL	235,089,999.53	232,071,848.18	229,516,242.66	98.72%	97.63%
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As of 31 December 2023, the Supplementary Feeding Program was able to obligate **Php 232,071,848.18** or **98.72%** of the **Php 235,089,999.53** total allocated fund and disburse **Php 229,516,242.66 (97.63%)**. For the current fund, the section has been allocated a total amount of **Php 226,011,440.00** wherein the obligated was **Php 222,993,288.65 (98.66%)** and the disbursed was **Php 220,437,683.13 (97.53%)**. While for the continuing fund, the program has a total allocation of **Php 9,078,559.53**, of which **100.00%** was fully utilized.

c. Issues and Challenges

The SFP Program has also experienced major issues and challenges particularly those concerning the process of documentary submission by local government units (LGUs) for the next cycle requirements, including following prescribed templates, and willingness of LGUs to cooperate in the program implementation. Table 28 shows the specific issues and challenges, actions taken, and recommendations of the program during the 1st semester of CY 2023.

Table 28. Supplementary Feeding Program - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
<p>The implementation of the 12th Cycle MFP has begun in Oriental Mindoro LGUs only.</p> <p>For Palawan targets, the Philippine Carabao Center (PCC) requested a shift from pasteurized to sterilized milk, but the LGUs were not amenable to a one-time drop of goods due to storage issues.</p>	<p>Held a meeting with the Philippine Carabao Center to arrange for the delivery of milk to Palawan.</p>	<p>We have reached an agreement to deliver milk in 2 batches. A virtual orientation was held to discuss the shift to sterilized milk for LGUs and CDWs.</p>
<p>Delay and incomplete submission of cycle requirements of LGU</p>	<p>Thorough review of cycle requirements and prompt coordination and communication with respective LGUs for any changes or corrections needed in the requirements submitted</p>	<p>SFP staff to prioritize conducting on-site visits to gather the necessary requirements and to provide technical assistance for the social preparation of SFP.</p> <p>The SFPMO consulted with Atty. Bandal and Ms. Galan about the</p>

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	<p>PDOs diligently pursued the necessary follow-up on incomplete requirements from LGUs. This process was consistently included as an agenda item during visits to specific LGUs.</p> <p>SFPMO assigned on different provinces diligently pursued the continues follow up on incomplete requirements on concerned LGUs and was consistently been part of every monitoring visit to LGU partners</p>	<p>lack of details in the SB Resolution. They agreed that the citation about "Fund Transfer" is necessary, so the documents will be returned for revision.</p>
<p>The Nutritional Status shows a minimal increase and fall short of achieving the targeted 81% improvement rate</p>	<p>The target improvement rate was constantly reminded during the monitoring visits in LGUs</p> <p>The SFP consistently promotes additional interventions for children including those addressed under the provisions of RA 11037 and encourages fruitful collaboration with partners such as EPAHP, who are involved in nutrition-sensitive interventions.</p> <p>Furthermore, the SFP has taken the initiative to develop informational materials to promote the SFP and encourage good nutrition among children. The SFP also supports capacity building activities of LGUs to reduce inaccurate NS reports through the conduct of CGS Trainings of CDWs.</p>	<p>Request to SFP_ -CO to lower target for nutritional status improvement emphasizing that the nutritional status should not be solely attributed to the food augmentation.</p>

d. Good Practices and Innovative Strategies

The SFP has also recorded some good practices and innovative strategies focused on using specific tools such as the standard CDC Monitoring Tool and Food Modification Tool, adoption of different modalities to respond to issues of procurement, and preparation of menu based on the available resources from the CBOs. Table 29 shows the detailed description and results of these practices conducted during the 1st semester of CY 2023.

Table 29. Good Practices and Innovative Strategies of the SFP.

AREA	Description (Good Practices/Strategies)
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Monitoring of Child Development Centers for 12th Cycle SFP	Standard monitoring tool containing uniform indicators, used for evaluation that were based on implementation standards.
Started new initiatives to help improve the nutrition situation in the region	<p>A convergence/collaboration strategy with local government units for effective nutrition-sensitive and nutrition-specific interventions for our children beneficiaries.</p> <p>With input from PSD and SocTech, the TOR and MOA for LGUs have already been drafted.</p>
Adapted Nutripacks Modality for LGUs with failed Regular Food Packs procurement	<p>Due to geographic constraints and a history of unsuccessful bids, SFP strategizes to procure ready-to-eat supplementary foods for a single delivery in order to maximize funds.</p> <p>Established a comprehensive case management system focusing on child's health and nutrition, and collaborated with the social sector to provide appropriate action concerning relevant environmental and social risk factors affecting children's health and nutrition.</p> <p>100% utilization of funds. Increased LGU coverage.</p>
Cycle Menu for the 13th Cycle aligned with products of the Community-Based Organizations (CBOs) in relation to EPAHP.	<p>This is to ensure a share of funds to be transferred to LGUs on SFP commodities purchased from CBOs.</p> <p>SFP funds are allocated in the EPAHP Program.</p>
Creation of a Food Quantification Tool to assist the LGUs in the procurement for the 13th cycle	<p>It was created to complement the cycle menu and assist LGUs in the procurement of food commodities for the center-based implementation.</p> <p>It facilitates accurate and efficient estimation of food quantities needed, ensuring that procurement is aligned with the actual requirements. Further, it contributes to improved procurement practices, cost-effectiveness, transparency, and collaboration among LGUs.</p>

e. Assessment/ Conclusion/ Ways Forward for the SFP

The SFP has four (4) main HPMES indicators, in which two (2) are fully achieved, and two (2) are still partially achieved. The achieved indicators include the target beneficiaries of the 11th and 12th Cycle, while the partially achieved are the indicators related to the assessment of the nutritional status of the 12th Cycle beneficiaries, and the implementation of the 13th Cycle SFP.

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The fourth quarter of the Supplementary Feeding Program was focused primarily on the follow-up to LGUs on the requirements submission and collection of requirements and in order for the funds to be downloaded and / collection of documents for liquidation for SFP to be implemented. Also, contributory to the SFP's fourth quarter activities are the conduct of the Nutrition Case Management training and Year End Strategic Planning Activity.

The timeline of the program implementation should be carefully planned and plans should be implemented based on the timelines identified. The regular milk feeding implementation and the milk feeding program should be synchronized not only as a response to COA's recommendation but also in order to help attain the improvement in weight target since there would be an increase in the caloric intake of the children beneficiaries.

Ways Forward:

- Thorough review of cycle requirement documents and timely transfer funds to the remaining LGUs for 13th Cycle
- Implementation of the 13th Cycle regular SFP and Milk Feeding and conduct of spot checks and monitoring.
- Conduct of the 12th Milk Feeding Program Implementation Review.
- It is recommended that the schedule of activities conducted by the program be revisited. The strategy of downloading funds to all LGUs can also be reassessed. Some LGUs can be targeted for regional procurement.
- It is also recommended that the election ban exemption be requested on behalf of the whole of DSWD and not on a per program / per region basis.
- As much as practicable, milk feeding and regular SFP should be synchronized.

Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

Assistance to Individuals in Crisis Situations (AICS)

The Assistance to Individuals in Crisis Situation is 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 member, and other crisis situations.

The Crisis Intervention Unit is a special unit operating as an action center to immediately respond to cases of individuals and families in crisis situations. It provides integrated services such as immediate rescue/ and protection provision of direct financial and material assistance, augmentation during disaster and referrals for immediate medical, legal, psycho-social services.

Crisis Intervention Section (CIS) is one of the frontline services of the Department that provides immediate intervention for individuals or families in crisis or difficult situations thru the Assistance to Individuals in Crisis Situation (AICS) Program. The AICS program as guided by the latest issued Memorandum Circular No. 16 Series of 2022, has assisted thousands of individuals in the MIMAROPA Region and will continue to assist the needs of every Indigent Filipinos. Likewise, clients may receive financial assistance through Cash Outright or Guarantee Letters which are payable to the CIS- Partner service provider.

The said program also provides different types of assistance which is either based on the client's request or the social worker's assessment. Below are the details of the different assistance that the program may provide:

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- a. Transportation Assistance- Assistance for the purchase of transport tickets and/or expenses to enable the clients and his/her families to return to their home provinces permanently or to attend to emergency concerns such as death of loved ones or hospital checkups
- b. Medical Assistance- Assistance to help to defray the hospitalization expenses, implant operations expenses, purchase of medicines, and other medical treatment, procedures, or expenses.
- c. Funeral Assistance- Assistance to augment funeral cost and related expenses
- d. Educational Assistance- is a form of assistance given to eligible beneficiaries to help defray school expenses such as but not limited to school tuition fees, school supplies, and school miscellaneous fees. Clients taking graduate or post-graduate expenses are not eligible for this assistance.
- e. Food Assistance- Assistance to clients who are assessed to be in need such for at least one and a half days up to a maximum of ten (10) days for those caring for sick loved ones or relatives
- f. Cash Relief Assistance- assistance in the form of outright cash provided to individuals and families in extremely difficult circumstances in which the need does not fall on the above-mentioned assistance.

Table 30. Summary Table of Clients served by the AICS in the Region (Per province/ district).

Province/ District	2023 Annual Targets		2023 Accomplishments (as of 31 December 2023)			
	Physical	Financial	Physical	% Physical	Financial	%Financial
TOTAL	47,100	174,200,000.00	211,220	448.45%	904,160,970.00	519.04%
Region	47,100	174,200,000.00	211,220	448.45%	904,160,970.00	519.04%
Oriental Mindoro	10,274	35,700,000.00	68,087	662.71%	272,517,500.00	763.35%
1st District	4,109	14,280,000.00	35,711	869.09%	163,366,500.00	1144.02%
Second District	6,165	21,420,000.00	32,376	525.16%	109,151,000.00	509.58%
Occidental Mindoro	7,900	29,600,000.00	26,454	334.86%	118,516,900.00	400.39%
Marinduque	5,926	22,100,000.00	33,081	558.23%	122,512,370.00	554.35%
Romblon	7,400	25,600,000.00	18,673	252.34%	86,047,400.00	336.12%
Palawan	15,600	61,200,000.00	64,925	416.19%	304,566,800.00	497.66%
1st District	4,368	17,136,000.00	29,747	681.02%	121,145,700.00	706.97%
Second District	7,644	29,988,000.00	19,438	254.29%	72,591,500.00	242.07%
Third District	3,588	14,076,000.00	15,740	438.68%	110,829,600.00	787.37%

As of 31 December 2023, the AICS Program has served a total of 211,220 individuals from the MIMAROPA Region, which is 448.45% of the target number of clients to be served this year. The actual financial utilization amounted to Php 904,160,970.00, in which Oriental Mindoro (662.71%) and Marinduque 558.23%) has received the highest percentage of physical and financial allocation.

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a. Physical Targets and Accomplishments

As of 31 December 2023, AICS has served 211,493 individuals (892.79%) out of its target of 23,689 individuals.

Table 31. Summary Table of Provided Assurances and Amount Disbursed by AICS.

Outcome Indicators	Accomplishments	Amount Disbursed
A. Medical Assistance	23,977 (11.34%)	280,146,366.00
B. Transportation Assistance	1,487 (0.70%)	6,551,800.00
C. Funeral Assistance	3,509 (1.66%)	38,105,000.00
D. Educational Assistance	40,069 (18.95%)	138,075,000.00
E. Cash Relief Assistance	13,542 (6.40%)	59,238,500.00
F. Food Assistance	128,909 (60.95%)	391,870,600.00
Grand Total	211,493	913,987,266.00

The program has achieved its target for the whole year. One of its major contributory factors is the succeeding pay-outs conducted by SWADT Offices. The SWADT Offices are conducting regular offsite and onsite payouts for other needy sectors. The excess of beneficiaries served in Table 31 vs those in Table 30 is due to the provision of assurances for other clients coming from another region.

B. Financial Targets and Accomplishments

As of 31 December 2023, AICS has two funding sources and types of targets: current fund and continuing fund. Specifically, the source of funds are shown in Table Table 32 below.

Table 32. Summary of Financial Performance of the AICS.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Obligations (C/B)	Disbursement (D/B)
CURRENT FUND	690,656,679.55	687,359,479.57	590,245,199.68	99.52%	85.46%
CONTINUING FUND	826,447,697.33	826,726,305.53	825,993,263.79	100.03%	99.95%
TOTAL	1,517,104,376.88	1,514,085,785.10	1,416,238,463.47	99.80%	93.35%

As of 31 December 2023, the Assistance for Individuals in Crisis (AICS) program was able to obligate **Php 1,514,085,785.10** or **99.80%** of the **Php 1,517,104,376.88** total allocated fund and disburse **Php**

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1,416,238,463.47 (93.35%). For the 2023 Current Appropriation Fund, the AICS program has been allocated a total amount of **Php 690,656,679.55** and obligated **Php 687,359,479.57 (99.52%)** and disbursed **Php 590,245,199.68 (85.46%)**. For Continuing Funds, the program has a total allocation of **Php 826,447,697.33**, in which **Php 826,726,305.53 (100.03%)** obligated and disbursed a total amount of **Php 825,993,263.79** or **(99.95%)**.

Last December 5, 2023, the program withdrew a total amount of One Hundred Fourteen Million Nine Hundred Ninety-Three Thousand Three Hundred Thirty-Nine Pesos and 45/100 (Php 114,993,339.45) both for subsidies and admin cost. This was instructed by the Central Office to all Field Offices to withdraw all funds that cannot be utilized until the end of December 2023.

c. Issues and Challenges

AICS has also experienced major issues and challenges particularly related to the political intervention that affects the implementation of the program, availability of equipment, hiring of permanent staff, challenges of ensuring the reach of services, and backlogs of liquidations of the program. Table 33 shows the details of these issues and challenges, actions taken, and recommendations of the program during the 1st semester of CY 2023.

Table 33. AICS — Issues and Challenges, Actions Taken, and Recommendations.

Issues and Challenges	Actions Taken	Recommendations
Political Intervention is very visible in the implementation of the AICS Program	Continuous lobbying to higher authority for them to revisit and strengthen the policies with regards to the prevailing political intervention in the AICS program.	If this cannot be controlled, the Central Office should strengthen the guidelines of the AICS program in relation to political interference; This will not only protect the management but will also protect the social workers/approving authority for future findings from the Commission on Audit.
Positions in the SWADT Offices do not replicate the same positions in the Central Office. The lack of Permanent Positions in the CID is very visible thus resulting in a high turnover of the staff	Requested 12 positions comprise of Financial Analyst, Budget Officer, and Social Worker positions that will be assigned to the Regional Office and SWADT Office to add workforce in the implementation of the program	Continuous lobbying of an additional permanent position in the Central Office
Backlogs of Liquidation from 2020-2022	Continuous reconciliation with the Accounting Section and location for the remaining	Continues planning through the conduct of regular meetings with SWADT Liquidation focal

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	Liquidation report from the previous year.	for reconciliation and continuous coordination with the Accounting Section to meet the deadline provided to IAS.
Limited access to DSWD programs and services to GIDA places in the MIMAROPA Region	Last March 2023 the CIS has submitted a project proposal to the Central Office requesting the establishment of Satellite Offices in the 7 Municipalities in MIMAROPA Region. As of today, the Regional Office has attended the opening of a satellite office in Taytay Palawan. This satellite office is an extended office of our SWAD office in Puerto Princesa City Palawan for easier access to DSWD programs and services (Roxas, El Nido)	Continuous follow-up of the other extension office that was initially submitted to CO
Abrupt requests for immediate conduct of payouts to be conducted vis-a-vis need for abrupt downloading of funds	The AICS program continuously conducts orientation of all partner stakeholders regarding the existing guidelines of the Program.	For the PMB and the Field Office to strictly implement the AICS Guidelines on conduct of payouts, specifically enhancing its provisions to prevent political interference - not only as means of protection for the staff/ social workers of the program, but also to prevent future findings from the Commission on Audt.
Limited number of available ICT equipment in the Field Office to implement the Citizen Charter's provision on the digitalization efforts/ scanning of documents of the AICS program	Though the Field Office does not have enough ICTMS tools for digitalization the program is trying its best effort in compliance with the Citizen's charter.	Considering that there is not enough provision of ICTMS tools such as scanners the CO should provide an exemption to review again the citizen's charter and provide alternatives in the absence of the tools for digitalization.

D. Good Practices and Innovative Strategies

As for the good practices, AICS has recorded some strategies that helped in enhancing its provision of services such as a utilization of online tools and platforms with SWADT Offices, creation of a more systematic/ unified reporting template with Planning Section, creation of Client Satisfaction Measurement

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Report, and continuous capability building of its technical staff. Table 34 shows the detailed description and results of these practices conducted during the year 2023.

Table 34. Good Practices and Innovative Strategies of the AICS.

AREA	Description (Good Practices/Strategies)
Unified reporting template Reporting and Monitoring and Evaluation	<p>The Regional Office has developed a unified monitoring tool that was shared with Focal and Reporting Officers for easier consolidation/ reporting to the Central Office.</p> <p>At the same time, together with the help of the Policy and Plans Division the program created a unified reporting template for easier reporting of clients served per type of assistance and per charging of funds. Also, last January 2023 the program created the standard Client Satisfaction Measurement Report for easier consolidation of reports every quarter.</p>
Continuous conduct of Capacity Building Activities and Technical Assistance to CIS Staff	<p>Last May 15-19, 2023 CIS conducted the training on Problem Solving and Decision Making with Completed Staff Work which was participated by 27 CIS technical and administrative staff. Also, the 1st Semester PIR of the AICS Program was also conducted last June 21-23, 2023, and was participated by CIS and SWADT Leaders.</p> <p>Also, this semester CIS has conducted 3 quarterly meetings and conducted an orientation on the revised guidelines of the AICS program and other related reporting templates. These capacity-building activities and the conduct of technical assistance are relevant to address the issues and concerns of the program as well for the continuous development of knowledge and skills of the CIS staff.</p>
Utilization of online platforms and other google workspace features in the implementation of the AICS Program.	<p>All SWADT Offices opted to devise online platforms such as google forms for online applications for the clients requesting financial assistance. Shared Google spreadsheet to all CIS staff for easier monitoring of the funds and google meet platform for the conduct of quarterly meetings.</p>
Strong partnership with partner stakeholders and service providers	<p>All SWADT Offices developed a strong partnership with the Local Government Unit for the implementation of the program. Also, additional Service Providers were tapped to extend help to the clients requesting for medicines, assistive devices, medicines, and other needs.</p>
Development of standard Business Processes of	<p>Developed a standard business process based on the existing Citizen's charter of the program. To ensure the timely provision of assistance and compliance to liquidation.</p>

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onsite, offsite, and liquidation process	
Pagpupugay at Pagkilala: Operation Cluster's Awarding Ceremony	<p>The program has conducted its first ever Pagpupugay at Pagkilala: Operation Cluster's Awarding Ceremony. The concept was inspired during the Program Implementation Review and Planning Workshop (PIRPW) held in Davao City last February 13-18, 2023.</p> <p>This awarding ceremony were also done during the Program Review and Evaluation Workshop (PREW) on October 9-13, 2023 at Orchard Hotel, Baguio City whereas it serves as a venue to recognize all the hard work of the CIS staff in implementing the mandates of the AICS program.</p>

E. Assessment/ Conclusion/ Ways Forward for AICS.

As of 31 December 2023, AICS has served 211,493 individuals (892.79%) out of its target of 23,689 individuals, with provisions of medical assistance (11.34%), transportation assistance (0.70%), funeral assistance (1.66%), educational assistance (18.95%), cash relief assistance (6.40%), and food assistance (60.95%).

Resolving the recurring issues of backlog in encoding and liquidation, while also sustaining the initiatives implemented this 1st semester of 2023, such as the utilization of online tools and applications, and continuous capacity building of technical staff among others, the CIS could better reach beneficiaries and provide its services with our target population.

Overall, the Crisis Intervention Section (CIS) through the Assistance to Individuals in Crisis Situation (AICS) Program has served a total of 211,493 clients and disbursed a total amount of Nine Hundred Thirteen Million Nine Hundred Eighty-Seven Thousand Two Hundred Sixty-Six Pesos (Php 913,987,266.00) for this year.

The CIS staff will continue to provide financial assistance to eligible indigent/vulnerable individuals for the year 2024. For the First (1st) Quarter of 2024 the program will conduct its first quarterly meeting to all SWADT Offices to provides updates on the financial and physical target of the program as well as the status of liquidation. Also, the conduct of consultation dialogue with partner stakeholders will also be conducted this year. Currently, the program has set to meet with the first batch of stakeholders for the province of Palawan this coming January 2024.

CIS is not only focused on providing service but this month, the CIS was able to provide a quality service to its clientele. Through the Client Satisfaction Measurement Form Issued to our clients, CIS was allowed to know the level of satisfaction and feedback of the clients.

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Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

Social Pension Program and Centenarian Program

The Department of Social Welfare and Development (DSWD) as the lead agency in social welfare and development, implements the Social Pension Program in the country using the most cost-effective and efficient mode of payment to deliver the stipend to the beneficiaries every quarter.

The Social Pension Program aims to support the vulnerable Filipino Senior Citizens through social protection and the full implementation of Republic Act No. 9994 by providing government assistance through Social Pensions for Indigent Senior Citizens. For CY 2023, the provision of stipend was changed from quarterly to semestral, as stated in the Memorandum Circular (MC) No. 16 Series of 2021 for the Release of Social Pension from Quarterly to Semestral, and Supplemental Provision to MC No. 4 Series of 2019 to Include Transfer of Funds to Local Government Units (LGUs). Thus, the monthly release of Php500.00 per beneficiary will be rescheduled every six (6) months, to be given in lump sum with the amount of Php3,000.0, as augmentation of the daily subsistence and other medical needs of the beneficiaries.

Another policy for senior citizens is the Republic Act 10868 (the Centenarian Act of 2016), “An Act Honoring and Granting Additional benefits and Privileges to Filipino Centenarians, and for Other Purposes” was enacted to recognize centenarians and appropriate funds to them. Under the law, all Filipinos who live for 100 years will receive the centenarian gift of P100,000. For the period of January 1 to March 31, 2023, a total of 4 centenarians were paid amounting to P400,000. ‘

For the 1st Semester of 2023, the program focused on the validation of Senior Citizen applicants, (2) maintaining of the data banking system, (3) provision of cash assistance or cash gift to qualified beneficiaries thru the most effective and efficient scheme, (4) monitor and update the registry of paid beneficiaries and (5) liquidation of allocated funds.

Table 35. Summary Table of Clients served by the SPPMO in the Region (Per province/ district).

Province/ District	2023 Annual Targets		2023 Accomplishments (as of 31 December 2023)			
	Physical	Financial	Physical	% Physical	Financial	%Financial
TOTAL	206,341	1,238,046,000.00	217,130	105.23%	1,262,137,000.00	101.95%
Oriental Mindoro	58,117	348,702,000.00	64,910	111.69%	381,240,000.00	109.33%
1st District	31,424	188,544,000.00	33,396	106.28%	197,523,000.00	104.76%
Second District	26,693	160,158,000.00	31,514	118.06%	183,717,000.00	114.71%
Occidental Mindoro	30,107	180,642,000.00	32,861	109.15%	194,643,000.00	107.75%
Marinduque	19,783	118,698,000.00	18,891	95.49%	110,242,500.00	92.88%

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Romblon	30,155	180,930,000.00	28,708	95.20%	170,975,500.00	94.50%
Palawan	68,179	409,074,000.00	71,760	105.25%	405,036,000.00	99.01%
1st District	30,332	181,992,000.00	30,852	101.71%	178,261,000.00	97.95%
Second District	23,484	140,904,000.00	23,912	101.82%	137,736,000.00	97.75%
Third District	14,363	86,178,000.00	16,996	118.33%	89,039,000.00	103.32%

As of 31 December 2023, the program served a maximum number of 217,130 senior citizens, which is 105.23% of the target for the year, and with a financial allocation of Php 1,262,137,000.00. Oriental Mindoro (111.69%) and Occidental Mindoro (109.15%) have the highest percentage of physical accomplishment in the Region. The overshoot of targets is due to the active beneficiary finding and validation, especially for replacement of removed beneficiaries (death, inactive, etc).

a. Physical Targets and Accomplishments

Social Pension Program

As of 31 December 2023, the Social Pension Program has fully achieved its one (1) HPMES indicator:

- **Senior citizens who received social pension within the semester.** Out of the **targeted 206, 341 target senior citizens per semester, 212, 854 in the 1st Semester** (103.16%, or additional 6,513 senior citizens), **and 207,257 in the 2nd semester** (100.44%, or additional 916 senior citizens). Specifically, in the 1st semester, the served clients are composed of 90,366 males and 122,488 females. In the 2nd semester, there are 88, 412 males and 118,845 females.

Centenarian Program

By the end of 2023, adjustment of targets from 40 centenarians to 22 were done through coordination with the Central Office and withdrawal of funds. Thus, as of 31 December 2023, the Centenarian Program has fully achieved its one (1) HPMES indicator, namely:

- **Number of centenarians provided with cash gift.** Out of **target 22 centenarians, 22 were provided with cash gifts (100.00%, no deviation).**

For the whole year, a total of 32 centenarians were paid. Out of 32 senior citizens, 10 were paid using the unused withdrawn funds for CY 2022 amounting to Php.1,000,000.00. For CY 2023, 22 were paid amounting to Php.2,200,000.00 as part of the target of 40 which was lowered upon the approval of the withdrawal of funds last August 2023.

Demographic Description of the Awardees: For the 10 carry-over beneficiaries, 6 were females and 4 were males. For this year's target, 20 were females and 2 were males. 4 centenarians were paid through their nearest surviving relatives meaning they were deceased applicants while 18 were living when they received the Cash Gift. Nine centenarians were from Palawan, 4 were from Oriental Mindoro, 3 from Occidental Mindoro, 2 from Marinduque and 4 from Romblon.

Table validation and home visits were employed in assessing the eligibility of the centenarian applicants. Prioritization and follow ups were done to achieve the target. Assessment of the possible target for the year prompted the withdrawal of funds as well as lowering of targets are essential to the achievement of set goals.

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Assistance to Older Persons

During the 1st Semester of 2023, in coordination with the National Anti-Poverty Commission and its members the program has identified and served 47 indigent Senior Citizens in Calapan, Oriental Mindoro. They received 1,000.00 each intended for their food and other needs.

Table 36. Summary Table of Funds for Assistance to Older Persons during the 1st semester of 2023.

Performance Indicator	Fund	Total Amount Allotted (Annual)	Fund Utilization Target for the Semester	Actual Fund Utilization	Percent Utilization
Target: ANA	Subsidy	47,100.00	47,100.00	47,100.00	100%
	Other MOOE	267,100.00	9,600.00	0	0%
Actual Accomplishment: 47 provided with cash assistance for food subsidy	Total	314,200.00	56,700.00	47,100.00	

b. Financial Targets and Accomplishments

As of 31 December 2023, the Social Pension Program Management Office (SPPMO) has two sub-programs namely the Social Pension Program and the Centenarian Program. Each of them has two (2) different funding sources: Current and Continuing Funds, as shown in Tables 37 and 38.

Table 37. Summary of Financial Performance of the Social Pension Program.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate	
				Obligations (C/B)	Disbursement (D/B)
CURRENT FUND	1,272,508,000.00	1,269,066,152.26	1,265,648,111.91	99.73%	99.46%
CONTINUING FUND	94,943,350.69	94,943,350.69	94,943,350.69	100.00%	100.00%
TOTAL	1,367,451,350.69	1,364,009,502.95	1,360,591,462.6	99.75%	99.50%

As of 31 December 2023, the Social Pension Program was able to obligate **Php 1,364,009,502.95** or **99.75%** of the **Php 1,367,451,350.69** total allocated fund and disburse **Php 1,360,591,462.6 (99.50%)**.

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For the current fund, the program has been allocated a total amount of **Php 1,272,508,000.00** wherein the obligated was **Php 1,269,066,152.26 (99.73%)** and the disbursed was **Php 1,265,648,111.91(99.46%)**. While for the continuing fund, the program has a total allocation of **Php 94,943,350.69**, of which **100.00% was fully utilized**. The balances from the current funds are mainly from the remaining salaries and admin costs of the program.

Table 38. Summary of Financial Performance of the Centenarian Program.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate	
				Obligations (C/B)	Disbursement (D/B)
CURRENT FUND	2,678,055.45	2,622,176.92	2,533,938.92	97.91%	94.62%
CONTINUING FUND (Subsidies)	100,000.00	100,000.00	100,000.00	100.00%	100.00%
TOTAL	2,778,055.45	2,722,176.92	2,633,938.92	97.99%	94.81%

As of 31 December 2023, the Centenarian Program was able to obligate **Php 2,722,176.92** or **97.99%** of the **Php 2,778,055.45** total allocated fund and disburse **Php 2,633,938.92 (94.81%)**. For the current fund, the program has been allocated a total amount of **Php 2,678,055.45** wherein the obligation is amounting to **Php 2,622,176.92 (97.91%)** and disbursement was **Php 2,533,938.92** or **94.62%**. While for the continuing fund, the program has a total remaining allocation of **Php 100,000.00** for subsidies, of which **100.00%** was fully utilized. The unutilized balance from the current fund are mainly from Professional Services.

c. Issues and Challenges

The SPPMO has also experienced major issues and challenges related to the guidelines and system for the data management system of the program. Table 39 shows the details of these issues and challenges, actions taken, and recommendations of the program during the year 2023.

Table 39. SPPMO — Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
<p>Skills: Limited expertise of staff in utilizing the validation tool which results to errors and wrong tagging of data.</p> <p>Staff:</p>	Close coordination with the staff to help navigate challenges encountered in data validation and provide them with technical assistance on program implementation activities.	For the NPMO and RPMO to provide and support capacity-building activities on knowledge and skills enhancement for the program staff, especially on the usage of the validation tool alongside other relevant topics and skills

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Issues and Challenges	Actions Taken	Recommendations
Transfer and resignation of the program staff due to status of employment (MOA/ COS) resulting to delays and challenges in program implementation.		needed. Leadership development topics should also be included.
Strategy/ Political: Sudden changes in payout plans and schedules due to the requests and unavailability of LGUs as well as the additional directives by the CO and FO overlapping during the set timeline.	Continuous coordination with the partner implementers, especially with LGUs, to ensure the smooth conduct of payouts and activities as based on the set timeline.	For the RPMO to maintain close coordination with the LGUs to ensure schedule of payouts are followed.
Legal: The election ban imposed related to the October 2023 Barangay Elections temporarily stopped the payout schedule of the program.	The RPMO requested the COMELEC to include the MIMAROPA Social Pension RPMO to be exempted in the election ban.	For the RPMO to continuously monitor updates on the exemption from the election ban and continue coordination with the affected LGUs to ensure that the SP stipend will still be released within the set timeline.
Political: The actual number of indigent senior citizens in some LGUs are greater than the targets/ available slots.	The RPMO continuously monitors the status of actual/ active senior citizens in the LGUs.	For the NPMO and RPMO enhance the validation system in determining the physical targets of the program. At the same time, there should also be an integrated monitoring system that ensures regular updating of the number of active beneficiaries of the program - through a combination of database system, staff trained on skills needed for monitoring, and coordination system of the RPMO to the LGUs.
Social: Communication barriers during validation and payout activities, especially in IPs community.	Maintained close coordination with the LGUs in disseminating information for the beneficiaries.	For the NPMO and RPMO strengthen partnership with the LGUs, and identify indigenous people (IP) focal persons to facilitate information among the IP communities. Special strategies for IPs should also be

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Issues and Challenges	Actions Taken	Recommendations
		incorporated in the overall strategy of the program.
<p>Technology: Slow/ Weak connection and limited internet and mobile connectivity in some municipalities.</p> <p>Environmental: Unpredictable weather changes affecting program implementation.</p>		For the NPMO and RPMO devise specific ways on providing information to the beneficiaries, especially those located in GIDA and/ or have limited technological access. This may include constant coordination with the LGUs, Senior Citizen (SC) Focal Persons, and other SC organizations and federations in the areas.
<p>Legal: Dissemination of wrong information/ Misinformation on the Republic Act No. 11350 (National Commission of Senior Citizens Act).</p>	The RPMO continuously addresses clarifications and concerns through provision of orientation with the LGUs.	For the NPMO and RPMO to include advocacy efforts in raising awareness about the policy, especially during the payouts and other activities conducted by the Offices as well as the LGUs.

d. Good Practices and Innovative Strategies

The Social Pension Program Management Office (SPPMO) has also recorded some good practices and innovative strategies focused on exploring another fund transfer scheme for payment, provision of cash incentives, and inclusion of persons deprived of liberty (PDLs) to the Program. Table 40 shows the detailed description and results of these practices conducted during the year 2023.

Table 40. Good Practices and Innovative Strategies of the SPPMO.

Area	Description (Good Practices/Strategies)
Fund transfer scheme as another mode of payment	Due to the unavailability of SDOs, the Field Office requested the Central Office to allow the transfer of funds to expedite the payment of stipends. As a result, this addressed the delay in the provision of stipends particularly for unpaid beneficiaries of 2022, and provided an alternative to the issue of SDOs.
Provision of cash incentives to Centenarians	The SPPMO conducts table validation in the assessment/ reassessment of the qualification of applicants, alongside close coordination with centenarians, which expedited the process to allow both new and previous applicants to access the program.

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Area	Description (Good Practices/Strategies)
Inclusion of persons deprived of liberty (PDLs) to the Program	The SPPMO requested for the list of senior citizens/PDLs, and assisted in processing applications and validation of their documents. Once included in the list of eligible social pensioners, these PDLs are also entitled to receive cash grants.
KWENTUHAN NG KATATANDAAN SA KANAYUNAN (KKK): Capturing the Changes in the Lives of the Social Pension Beneficiaries “An Innovative Monitoring and Evaluation Tool”	Kwentuhan ng Katatandaan sa Kanayunan, or KKK was introduced to capture the changes in the lives of the indigent elderly beneficiaries. Taking into account the usefulness of the stipend to the beneficiaries and how they spend the money for their needs. This also aims to deliver other Social Welfare Services to the most vulnerable sector aside from the grants the Social Pension Program is giving. For the old people to feel that DSWD cares for them

e. Assessment/ Conclusion/ Ways Forward for the SPPMO

The Social Pension Program Management Office (SPPMO) has two (2) HPMS indicators which were fully achieved by the end of this year, for both the Social Pension Program and the Centenarian Program. Despite the change in the guidelines of the provision of the social pension from quarterly to semestral affected the program implementation. It also helped that there is the option of fund transfer to Local Government Units (LGUs) to respond to the lack of Special Disbursing Officer (SDO). In addition, the good practices employed by the program also helped enhance reaching targets, despite these challenges.

For the next quarters of implementation, here are some lessons learned and considerations:

- *Social Pension Program*. Validation of potential Senior Citizens for Inclusion to Social Pension Program

The field office has 10,728 waitlisted beneficiaries aside from the 209, 987 active senior citizens. There is a need to validate those reported ineligible beneficiaries in accordance with the eligibility requirements.

- *Centenarian Program*. Prioritization is the key to expedite provision of benefits to beneficiaries.
- This can be used to formulate/amend guidelines in the implementation of the program and through ensuring the improvement of efficacy in the processing of claims and benefits

Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

MIMAROPA Youth Center

The MIMAROPA Youth Center is the sole center being managed by the DSWD Field Office MIMAROPA which caters to male CICL whose sentence was suspended by the court thru the issuance of court order and was assessed and recommended by the LGU Social Workers that it would be for the best welfare

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and interest of the minor that he needs to be placed in the center during the rehabilitation period- be it while ongoing trial, under diversion program or under disposition / suspended sentence.

This residential care facility provides alternative care for youth with ages 15 years to below 18 years old and ensures the provision of temporary parental care, basic needs, and other services that could help them enhance bio-psychosocial development while they are away from their natural family and undergoing rehabilitation, with an end goal of reintegration with the family members and mainstream in the community after six months to two years of rehabilitation.

For the 1st Semester of 2023, the MYC focused on infrastructure improvements, strengthening capacities, and familiarization of the staff in the Standard Operating Procedures (SOP) in case management as in line with the ISO, compliance to the CRCF Level 3 accreditation. Included in the Office Performance Contract (OPC) is for the Field Office to serve and rehabilitate CICL in the Regional Rehabilitation Center for Youth (RRCY) through the MYC. Two (2) performance indicators were identified to achieve the KRA; 1.) Number of clients in residential care facilities served and rehabilitated and 2.) Percentage of facilities with standard client-staff ratio.

This year 2023 has remarkable development both in operations and administrations and some of those were compliance to the ISO where all programs including the CRCF have undergone Regional Internal Quality Audit (IQA). The center has not yet scheduled for assessment this year, however, the center ensures that the ISO requirements have been followed such as utilization of ISO forms and SOP on Case Management.

In the third week of November, the MIMAROPA Youth Center technical staff together with the Assistant Regional Director for Administration and the Regional Inspectorate Committee members conducted a Lakbay Aral at CARAGA Region in preparation of the MYC level III accreditation. The said learning visit at CARAGA's level III accredited residential facilities such as Home for Girls and Regional Reception Center for Youth (RRCY) provided new learnings to the Team as they acquired new concepts, new ideas, and compliance on the standard requirements on the overall indicators of the accreditation.

Other highlights of activities this year were the on going construction projects, repair and upgrading of the existing structures for the compliance of level III accreditation, carry out / implement all PPAs based on the WFP for this year, reactivation of the CRCF RPMT and RIC as required by the National Inspectorate Committee (NIC), conduct case conferences with involvement of multi disciplines, religiously conduct consultation dialogue with pillars of justice for proper disposition of the cases, updating of the annual inventories of equipment, supplies and materials and physical transfer of supplies to the appropriate storage rooms with real time check and balances.

This year also highlighted the continuous compliance on the updating of the accreditation tool for level III, meeting of the target of the OPC being cascaded in the center - based section, the physical movement of the staff, having additional staff to meet the staff requirements for the standards client- worker ratio and the learning visit conducted by the RPMT and center staff. These all activities were successfully conducted, met, achieved and complied.

A. Physical Targets and Accomplishments

As such, the MYC has fully achieved its three (3) HPMES indicators:

- **Clients served in residential care facilities:** Out of the target **46 clients, 47 CICLs/ clients served (102.17%, or additional 1 client)**. 35 clients in the first quarter, and three (3) new clients

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in the 2nd quarter. Two (2) referrals are from MSWDO - Pinamalayan and one (1) from Puerto Galera. These CICLs were referred by the MSWDOs thru the court order issued by the respective Committing Court. 9 clients in the 2nd semester.

- **Clients in residential and non-residential care facilities rehabilitated:** Out of the **target 14 clients (based on the 30% of 47 clients), 16 clients rehabilitated and improved social functioning (114.00%, or an additional 2 clients)**. These clients were discharged, rehabilitated, reunited with family and mainstreamed in the community. These cases either completed the disposition program for the suspended sentence or diversion program for the pending cases. Those rehabilitated cases stayed in the center within 510 days from the date of admission.
- **Facilities with standard client-staff ratio.**
 - **Social worker-to-client ratio.** Out of the target 1:13 ratio, MYC was able to achieve the standard ratio of 1:12 ratio.
 - **Houseparent to client ratio.** Out of the target 1:11 ratio, MYC has achieved the 1:11 ratio (100.00%, no deviation). This per shift ratio is achieved due to the two (2) staff augmentation in the daytime where most the activities of the residents are being conducted.

B. Financial Targets and Accomplishments

As of 31 December 2023 the MYC has two (2) funding sources: Current Fund and Continuing Funds as shown in Table 41.

Table 41. Summary of Financial Performance of the MIMAROPA Youth Center.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate	
				Obligations (C/B)	Disbursement (D/B)
CURRENT FUND	37,563,484.00	36,234,616.52	22,553,960.25	96.46%	60.04%
CONTINUING FUND	2,588,777.15	2,558,777.15	2,128,521.48	100.00%	83.19%
TOTAL	40,038,181.15	38,793,393.67	24,682,481.73	96.69%	61.52%

As of 31 December 2023, the MIMAROPA Youth Center was able to obligate **Php 38,793,393.67** or **96.69%** of the **Php 40,038,181.15** total allocated fund and disburse **Php 24,682,481.73 (61.52%)**. For the current fund, the Center has been allocated a total amount of **Php 37,563,484.00**, of which **Php 36,234,616.52** or **96.46%** was obligated and **Php 22,553,960.25** or **60.04%**. While for the continuing fund, the program has a total allocation of **Php 2,588,777.15**, of which **100%** was obligated and **2,128,521.48** or **83.19% disbursed**. The remaining balances mainly are from admin costs and capital outlays.

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C. Issues and Challenges

The MIMAROPA Youth Center faced major issues and challenges related to staffing concerns. Table 42 shows the specific issues and challenges, actions taken, and recommendations of the center.

Table 42. MYC - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
Staff: Inadequate number of houseparents to satisfy the client ratio of 1:11.	Continuous follow-up for the LGU on its commitment for additional manpower and inclusion of this issue in the CRCF Workforce Planning.	For the CO-PMB and FO-PMB to ensure hiring of requested additional staff to ensure that operations in the center will run accordingly.
Political: Some Local Chief Executives do not prioritize the payment of the LGU counterpart for the cost of care maintenance of the center.	Inclusion of this agenda in consultation-dialogues with the concerned LGUs.	For the MYC to regularly inform and send regular billing to referring LGU for their counterpart on the maintenance and operations of the center.
Legal: Referrals of clients are based on the commitment order of the court. (on-going trial and suspended sentence)	Continuous provision of technical assistance on the operationalization of Bahay Pag-asa of Occidental, Mindoro	For the RPMO to advocate for the establishment of Bahay Pag Asa as mandated to the LGU either municipal level or provincial level.

D. Good Practices and Innovative Strategies

The MYC has also recorded some good practices and innovative strategies focused on encouraging participation through child-led activities and assigning MYC resident officers, and participation of selected residents in the GIP from May to June 2023. Table 43 shows the detailed description and results of these practices conducted for the year 2023.

Table 43. MYC - Good Practices and Innovative Strategies of the MYC.

Area	Description (Good Practices/Strategies)
Designating MIMAROPA Youth Center Residents Officers	Assisted by MYC Staff, the residents elected an officers to ensure child-led activities inside the center, which they prepared and proposed these activities for the approval of the Center Heads. The residents proposed annual plans, assessed by the center, jived with the annual WFP of the center for possible budget allocation. Active participation and enhancement of leadership skills and knowledge of residents.

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Area	Description (Good Practices/Strategies)
Participation of selected residents to the Government Internship Program From May 20- June 30, 2023,	Ten (10) selected employable residents who availed the GIP where they perform office-related tasks e.g. encoding, filing documents, doing incoming and outgoing communications, and other related clerical works. After completion of the GIP, They received an allowance from the program facilitated by the focal person.
Residents teach Co-residents	Residents at MIMAROPA Youth Center who are in college level teach the residents on secondary education and under Alternative Learning system in their school homeworks, school requirements, school research, with the supervision of the HPs.

E. Assessment/ Conclusion/ Ways Forward for the MYC

The MYC Program has three (3) indicators, which are all fully achieved. The MYC focused on infrastructure improvements, strengthening capacities, and familiarization of the staff in the Standard Operating Procedures (SOP) in case management as in line with the ISO, compliance to the CRCF Level 3 accreditation. Included in the Office Performance Contract (OPC) is for the Field Office to serve and rehabilitate CICL in the Regional Rehabilitation Center for Youth (RRCY) through the MYC. Two (2) performance indicators were identified to achieve the KRA; 1.) Number of clients in residential care facilities served and rehabilitated and 2.) Percentage of facilities with standard client-staff ratio.

During the year 2023, the MYC focused on the following key activities that helped in the achievement of these indicators: encouraging the residents to avail of the GIP, installing residents as officers of the day, and conducting child-led activities. As such, the MYC should continue to do the innovative strategies to ensure that the services provided to the residents are responsive to the needs and rights of the clients.

Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

- **Children Welfare Programs and Services**
 - **Minors Travelling Abroad**

The Travel Clearance Unit as one of the frontline services of the Department of Social Welfare and Development (DSWD) under the Protective Services Division is mandated to provide special protection to children through provision of travel clearance certificates to ensure that children are protected, both unaccompanied and accompanied minors traveling abroad, from all forms of abuse, exploitation, trafficking and/or sale or any other practice prejudicial to their physical, mental, emotional, social and moral development.

As of 31 December 2023, the MTA has been able to fully achieve its one (1) HPMES indicator:

- **Minors traveling abroad (MTA) issued with travel clearance:** Out of the **target 100.00%**, or **548 clients were served (100.00%, no deviation)**. From this number, **451 issued Travel**

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Clearance, 93 Certificate of Exemption, and 4 disapproved application.

A total of five hundred forty-eight (548) Travel Clearance Certificates were issued from January 1 - December 31, 2023. A total of one hundred four (104) in the first quarter, one hundred forty-seven (147) in the second quarter, one hundred forty-six (146) in the third quarter, and one hundred fifty-one (151) from the last quarter of 2023. The highest number of issued travel clearance was in the last quarter of the year.

The disaggregation of the four hundred fifty-one (451) minors issued of travel clearance certificates in terms of sex, age and birth status are as follows:

- In terms of sex, the majority of minors who were issued travel clearance were female with a total of two hundred twenty-nine (229) or 50.77% while male had a total of two hundred twenty-two (222) or 49.22%.
- In terms of age, the highest number of applicants are the ages of 15-17 years old where there are one hundred ninety-five (195) or 43.23%, followed by ages 6-12 years old with one hundred fifty-one or 33.48% applicants, then, ages 13-14 years old with eighty (80) applicants or 17.73%. While ages 3-5 years old has eighteen (18) or 3.99% applicants. Hence, ages 1-2 years old have a total of five (5) or 1.10%. Lastly, minors with ages less than 1-year-old have two (2) or .44%. The data shows that adolescent or school age children have the highest number of minors travelling outside the country.
- In terms of birth status, marital or legitimate children gathered two hundred fifty-eight (258) or 42.79% applicants while non-marital or illegitimate minors have a total of one hundred ninety three (193) 96 or 42.79% applicants.

b. Issues and Challenges

The MTA has also experienced major issues and challenges concerning the delayed shipment and processing of documents from SWADT offices, and the current existing guidelines as outdated and subject for amendment. Table 44 shows the specific issues and challenges, actions taken, and recommendations of the program during the year 2023.

Table 44. MTA - Issues and Challenges, Actions Taken, and Recommendations.

Issues and Challenges	Actions Taken	Recommendations
<p>Systems: No conducive space to interview the client and establish confidentiality during interview</p> <p>No mechanism to monitor return of minors issued with travel clearance. No centralized system from Central Office with the issued TC from all Field Offices.</p> <p>Limited security features of the MTA blue cards</p> <p>Legal:</p>	<p>Coordinated with the GASDD to provide conducive space for MTA.</p> <p>Facilitated Conducted Learning and Development Interventions to LSWDOs and SWADT about the MTA Program.</p>	<p>For the CO-PMB to provide expedite the streamlining of MTA guidelines, and increasing fund allocation and support in promoting the MTA, especially for advocacy and support services.</p> <p>For the FO to provide conducive space in assisting MTA clients.</p>

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Issues and Challenges	Actions Taken	Recommendations
<p>Slow-pace of the amendment of guidelines of the AO 12 s. 2017.</p> <p>Political: Limited knowledge of LSWDOs in the guidelines and policy of MTA Program.</p> <p>Technological Limited knowledge of clients with e-Services of the program</p>		

C. Good Practices/ Innovative Strategies

The MTA has also recorded some good practices and innovative strategies focused on screening of documents, and provision of technical assistance. Table 45 shows the detailed description and results of these practices conducted during the year 2023.

Table 45. Good Practices and Innovative Strategies of the MTA Program.

AREA	Description (Good Practices/Strategies)
Processing time of travel clearance issuance	Issuance of Travel Clearance is facilitated within the day upon approval of the application. The schedule of release is from 8:00 am to 5:00 pm, with 1 hour and 19 minutes of processing time based on the Citizens Charter.
Screening, review, and assessment of travel clearance requirements	Maximizing the online assessment through the official email of the Travel Clearance Unit and daily monitoring of e-Services
Certificate of Exemption records through database	Documentation of relevant information about the minors who are exempted in securing travel clearance certificates through a computer database.
Provision of Technical Assistance to SWAD social workers directly handling MTA applications	Proper information regarding documentary requirements that were given during the initial interview and assessment to applicants with lacking documents in order to proceed to the processing of the travel clearance certificate and provide technical assistance to SWADT offices. Prepared Pre-Assessment Form for an appropriate and sound assessment of minors traveling abroad

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Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

- **Children Welfare Programs and Services**
 - **SHIELD Program**

a. Physical Targets and Accomplishments

As of 31 December 2023, the SHIELD Program has fully achieved its one (1) HPMES indicator:

- **Number of Child Laborers provided with assistance.** Out of the target 100 child laborers served,
 - 1st Quarter - No child laborers provided with assistance
 - 2nd Quarter - 98 provided with assistance (98.00%, deviation of 2 children)
 - 3rd Quarter - 101 provided with assistance (101.00%, additional 1 child)
 - 4th Quarter - 106 child laborers provided with assistance (106.00%, additional 6 children)

The number of LGUs who replicated the program still remains at five (5) LGUs and no new LGU. While limited number of LGUs expressed their intention to replicate the program, three (3) LSWDO's are on process for forging MOA namely San Jose, Occidental Mindoro, Sablayan, Occidental Mindoro and Puerto Princesa City Palawan and for continuous follow up on the status of the MOA.

b. Issues and Challenges

The SHIELD program faced the following issues and challenges mainly revolving around the availability of systems and assigned focal persons to monitor cases and situation of child laborers at the local level. Table 46 summarizes these along with the actions taken and recommendations.

Table 46. SHIELD Program - Issues and Challenges, Actions Taken, and Recommendations.

Issues and Challenges	Actions Taken	Recommendations
<p>Systems: CLLR System not yet fully operational and still for enhancement..</p> <p>Political: Not all LGUs have assigned focal persons to facilitate the Help Desk using the CLLR system.</p> <p>Limited knowledge of designated focal on the implementation of child labor program.</p> <p>Social: Some of the DOLE-profiled child laborers assessed and validated by LSWDOs are 'Child Wor'k not 'child labor'.</p>	<p>Continuous provision of orientations and technical assistance on the SHIELD Program, for partner LGUs with high prevalence of child laborers.</p>	<p>For the CO-PMB to provide technical and funding support in rolling out of CLLR system to partner LGUs, capacity building activities on case management for child laborers, and advocacy in LGUs with high prevalence of child labor cases.</p>

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Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

- **Children Welfare Programs and Services**
 - **Children in Need of Special Protection**

a. Physical Targets and Accomplishments

As of 31 December 2023, the CNSP has fully achieved its one (1) HPMES indicator:

- **Number of CNSP provided with assistance.** Out of target **50 CNSP, 73 were provided with assistance (146.00%, or additional 23 CNSP served).** From this number, 52 are new cases and 21 were carry-over cases from previous years/quarters. They were provided with different interventions such as counseling, immediate referral to LGUs and other government agencies and provision of technical assistance, referral to AICS for financial and medical assistance and legal service.

Out of 73 cases, child custody is the highest case served with 29, followed by 12 Dependent/Illegal Placement cases, 10 sexual abuse case, 10 physical abuse, 7 CICL/CAR/Child Trafficking and 5 child support concerns. In terms of gender, there were forty-two (42) female and thirty-one (31) male children served. In terms of age bracket, the highest served is children ages to 1 to 4 years old with 21 cases, followed by 10 to 14 years old -with nineteen (19), followed by 5 to 9 years with 15 cases and 15 to 17 years old with (14) cases, next is children ages 0 to 1 year old with three (3) cases and lastly, children ages 18 and above with (1) case.

When it comes to the origin of cases, Palawan has the highest number of reported cases with twenty-five (25) children, followed by other field offices with 18 cases, next is Oriental Mindoro with 13 cases, Occidental Mindoro with 12 cases and Romblon with 5 cases. There are no reported cases in the province of Marinduque.

Further as part of the intervention provided to the CNSP clients, a total of eleven (11) cases conferences were conducted and attended in coordination with different MSWDOs, NGO/CCA, RACCO and other attached agencies. These are complicated.

b. Issues and Challenges

The CNSP has also experienced major issues and challenges concerning the limited provision of legal assistance to CNSP cases, and limited funds to support monitoring of CNSP cases. Table 52 shows the specific issues and challenges, actions taken, and recommendations of the program during the 1st semester of CY 2023.

Table 47. CNSP - Issues and Challenges, Actions Taken, and Recommendations.

Issues and Challenges	Actions Taken	Recommendations
<p>Strategy: Limited fund to conduct monitoring and provision of capacity building to our partner LGUs/agencies.</p> <p>Structure:</p>	<p>Conducted Group Study Sessions, funded by TARA, for capacity building/ provision of technical assistance on the implementation of the policies on CNSP.</p>	<p>For the CO-PMB to allocate Direct Release (DR) Funds to the CBSS provision of TARA since the Centrally Managed Funds (CMF) are insufficient in conducting trainings and monitoring of cases in the LGUs.</p>

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Issues and Challenges	Actions Taken	Recommendations
<p>Limited access for legal assistance to CNSP cases.</p> <p>Social: Misinterpretation of the law due to cultural differences especially in the IP community (e.g. practice of child marriage).</p> <p>Environmental: Limited access to basic social services especially for those living in GIDA.</p>		

c. Good Practices and Innovative Strategies

In 2023, the CNSP has also developed advocacy and communication materials on online sexual abuse and exploitation of children (OSAEC) to raise awareness on the issue.

Table 48. CNSP - Good Practices and Innovative Strategies.

Area	Description (Good Practices/Strategies)	Results
<p>Increasing Awareness About Safer Internet Day and OSAEC Through the Production, Printing, and Distribution of Social Behavioral Change Communication Materials</p>	<p>DSWD is one of the lead agencies of the Philippine government in addressing issues relating to the prevention, mitigation, and intervention of abuses to vulnerable groups including women and children. Since joining the Safer Internet Day (SID) campaign in 2013 through Stairway Foundation Inc. a long-term partner of the DSWD, the Philippines has strengthened its efforts to combat the negative use of their internet particularly in the form of taking advantage of the vulnerable, especially children.</p> <p>In 2016, the inter-agency Council against Child Pornography (IACACP) stationed at the DSWD Central Office and all regional offices through the regional inter-agency committee against Trafficking-Violence against Women and their Children-Child Pornography (RIACAT-VAWCCP) adopted SID Philippines in the National Response Plan for Online Sexual Abuse and</p>	<p>The production, distribution, and use of the Social Behavioral Change Communication materials is vital to augment the virtual campaign of SID into the real world where many people can increase their awareness of the celebration and its goal to be responsible internet users.</p> <p>This year's SID theme is 'Together for a Better Internet and it emphasizes the milestones of the campaign and a focus on how the Internet can be utilized positively to create a safe online landscape for children with the help of parents, teachers, the government, the public</p>

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Area	Description (Good Practices/Strategies)	Results
	<p>Exploitation on Children 2016-2020. The Council then envisioned to institutionalize the advocacy through the massive nationwide information dissemination drive by securing a proclamation from the Office of the President.</p> <p>In 2018, Proclamation no 417 was signed declaring the second Tuesday of February every year as the Safer Internet for Children Philippines. This made official the celebration of SID every year and made the public and private institutions take part in the efforts to fight online abuse of children.</p>	<p>and private sectors especially internet providers in the country, which we were able to collaborate with PLDT and Converge.</p>

Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

- **Youth Welfare Programs and Services**

- a. Physical Targets and Accomplishments

As of 31 December 2023, the Youth Welfare Program has fully achieved one (1) of its HPMES indicators:

- **Number of served In-School-Youth in Government Internship Program (GIP).** Out of target 75 youth, 84 were served through the GIP (112.00%, or additional 9 youth). Specifically, this number engaged in community service with the SWAD Offices in which 15 from Marinduque, 19 from Oriental Mindoro, 20 from Occidental Mindoro, 10 from Romblon, 10 from Palawan, and 10 in MYC.

In addition, the Youth Welfare Program has partially achieved one (1) of its HPMES indicators:

- **Number of served Out-of-School- Youth in Immersion Outreach Program (IOP).** Out of target 75 youth, 74 were served through the IOP (98.66%, or deviation of 1 youth). From this number, 51 are from Occidental Mindoro and 23 from Oriental Mindoro. In Occidental Mindoro, these are from Abra de Ilog (23), Magsaysay (11), and San Jose (17). For Oriental Mindoro, 23 from Gloria are served.

In terms of gender, it is remarkable that most of the IOP participants are male with the total number of Forty-Seven (47) or 63.51% while Twenty-Seven (27) are female or 36.49%. While in term of age disaggregation, majority of the OSY participants to the program are age Twenty-One (21) years old with total number of Seventeen (17) or 22.97% while the least number of participant is Eighteen (18) years old with a total number of Four (4) OSYs with percentage of 5.41%.

- b. Issues and Challenges

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The Youth Welfare Program experienced major issues and challenges concerning the amount of stipend, Terms of Reference of GIP, and unclear guidelines on beneficiaries of the program. Table 50 shows the specific issues and challenges, actions taken, and recommendations of the program in 2023.

Table 49. Youth Welfare Program - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
GIP Term of Reference (TOR) requiring the qualification criteria of In-School-Youth applicants or program beneficiaries to be a "PYAP members".	This requirement limits as to who can apply to be part of the GIP. This concern has been elevated to DSWD CO.	Proposing an amendment of TOR and SOP to remove the "PYA membership of ISY) as qualification criteria for applicants.
Unclear rules on the replacement of beneficiaries who withdrew from the program	Strategic coordination to TW members to immediately find replacement o withdrawing beneficiaries	Proposing amendment of TOR and SOP to include the process in the replacement of withdrawing program beneficiaries.
<p>Legal: Limited scope of beneficiaries (i.e. only for PYAP Members).</p> <p>Economic: Low amount of stipend to cope for current economic situation.</p> <p>Social: Sudden withdrawal of the OSY-beneficiary from the program.</p>	Raised these concerns to the FO-PMB for further discussions.	For the CO-PMB to lead the enhancement of guidelines/ guidance note, especially on the process of replacing participants. Propose an increase in stipend allocation for the beneficiaries.

C. Good Practices and Innovative Strategies

Table 50. Youth Welfare Program - Good Practices and Innovative Strategies, and their Results

AREA	Description (Good Practices/Strategies)	Results
Youth Welfare Program	Implementation of GIP in MIMAROPA Youth Center engaging the residents who are undergoing Alternative Learning System in the volunteer community service through giving them task to assist in the different offices in the Center	The residents were able to earn a living while experiencing how to become an intern and make them develop their confidence and boost their morale.

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Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

- **Women Welfare Programs and Services**

DSWD Field Office MIMAROPA sustained its partnership with inter-agency committees, continuously provides assistance to partner stakeholders such as the Local Government Units (LGU), Non-Government Organizations (NGOs), Civil Society Organizations (CSO), People's Organization (POs) and other National Government Agencies (NGAs) to effectively implement programs and services that will alleviate and empower disadvantaged women.

The Kalipunan ng Liping Pilipina (KALIPi) is a national federation of women's organizations established in the year 1990 under the Bureau of Women's Welfare and was registered at the Security and Exchange Commission (SEC) in March 1996. They served as partners in the community especially in winning the cause and welfare of disadvantaged/marginalized women or those in difficult circumstances. One of the devolved projects is the organization of women as KALIPi member which was lodged to the Local Social Welfare and Development Office (LSWDO) but was not given much priority.

It was in the year 2004, that the regional monitoring and technical assistance were provided to revive the KALIPi Organization of which most of the local government units had shown interest. From then on, KALIPi MIMAROPA chapter was organized. But like any other organizations, KALIPi has been active and inactive some other times. Lack of support due to changes of leadership both within the organization and in the local government has had a great impact on the sustainability of the organization even before the pandemic. Much more during the pandemic, the organizations failed to conduct regular meetings and election of officers due to gatherings and travel restrictions. The consequences of the COVID-19 pandemic on economic activity, program implementation, employment, and our way of working have been far-reaching. In turn, all of these shocks have the potential to substantially impact subjective well-being, especially our disadvantaged women.

To invigorate the organizations, the DSWD MIMAROPA steadfastly continuously provides opportunities to women to develop and enhance their knowledge and skills in the different aspects and promote their rights and fundamental freedom so that they can fully contribute in their family and community life.

In MIMAROPA, KALIPi provincial chapters have been re-organized to the provinces of Romblon, Marinduque, Occidental Mindoro and Palawan. For Oriental Mindoro, only Bongabong has re-organized KALIPi. The KALIPi in MIMAROPA steadfastly in profiling their members particularly Romblon, Occidental Mindoro, and Marinduque using the prescribed templates. The submission of accomplished Membership forms is ongoing as well as a collection of prescribed fees. Bongabong, Oriental Mindoro needs further technical assistance to resolve the issues of confusion with the Local Council of Women (LCW). The Oriental Mindoro PSWDO and other municipalities need to be reached out through thorough re-orientation on KALIPi to gain support for the reorganization and full support of their women as KALIPi.

a. Physical Targets and Accomplishments

As of 31 December 2023, the Youth Welfare Program has fully achieved one (1) of its HPMS indicators:

- **Number of clients/ women provided with services.** Out of **target 100.00%/ ANA, 37 women clients were provided with services (100.00%, no deviation).** This number includes Women in Especially Difficult Circumstances (WEDC), Violence Against Women (VAW), and Gender-based

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Violence (GBV) provided with financial assistance from the municipalities of San Vicente, Culion and Coron, Palawan, and Calintaan, and from San Jose, Occidental Mindoro.

The total amount of One hundred sixty four thousand, and one hundred pesos (Php164,100.00) were provided. Some amounts from the consolidated remaining/excess funds from different Com-based programs were utilized to serve VAW survivors. The clients are a mixture of old and new cases served by the Municipal Social Welfare and Development Offices. Some of the clients have undergone court litigation, and some have used the assistance for medication, educational needs of their children, and other basic needs. The financial assistance was in the form of augmentation support to the assistance provided by Local Government Units (LGU) for the rehabilitation of the victim-survivors.

Continuous provision of technical assistance were conducted through serving as a resource person in capacity building activities such as Trainers Training in the Conduct of Sessions of the Enriched Modular Packages for Women, Trainers Training on the conduct of Session of ERPAT, one on one technical assistance, among others. Other activities attended were training organized by DSWD Central Office and partners such as RGADC.

The 2023 observance of the 18-Day Campaign to End VAW and International Day Against Trafficking in collaboration with the LED Secretariat and the Regional Focal Person on Trafficking in Persons is a huge success. For the first time, we were able to gather data through the #BreaktheSilence “Ang Lihim ng Kahon” activity of the experiences of VAWC, VAW, WEDC, and GBV cases of some of DSWD MIMAROPA regional workforce. Out of the 110 respondents, 69 have experienced different kinds of violence against women. The activity confirmed that violence against women still exists in all walks of life. That the culture of silence among the survivors is still happening. The results call for unified action from the Protective Services Division and the Human Resource and Development Division to reach out to those victim-survivors. Being in the workforce of a Social Welfare Agency with mandates to assist victim-survivors of VAW, it is of paramount concern to exert effort to reach out to those employees who have experienced and may be suffering from the impact of violence committed against them.

The success of the LDI in Strengthening the selected LCAT-VAWC members of the province of Occidental Mindoro motivated the province of Romblon through the Provincial Social Welfare and Development Office to fund the same activity and requested the regional office to provide technical assistance through the provision of resource persons. The sharing of the participants during the activity confirmed the unreported increasing cases of victim-survivors of human trafficking in the province. The shared cases were trafficked outside the province. The shared cases were committed a few years ago and the victims and families opted not to report the incident to the authorities due to threat and fear from the traffickers.

The results of the follow-through activity of LDI on Strengthening the Selected Members of LCAT-VAWC through the sharing of the participants also confirmed the unreported and increasing cases of human trafficking in Occidental Mindoro particularly in the municipality of San Jose. Another type of case of human trafficking such as “palit krudo” has been shared by the participant. It was agreed that the concerned barangay secretary would submit initial data to the council of cases of women engaged in “palit krudo” scheme based on recorded cases in their barangay.

The report on cases of human trafficking of the staff of MSWDO of San Jose showed that they served 13 cases of trafficked persons for 2023. Only 6 cases were reported to the regional office. All the 13 victims-survivors came from outside of Occidental Mindoro. No criminal complaint was filed against the traffickers as the victim-survivors didn't want to file a criminal complaint. The data conveyed that San Jose

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is a destination for trafficked persons. All the traffickers are freely roaming around the town, with no legal liability at all. The non-filing of the criminal complaint is one of the reasons for the conduct of LDI and the follow-through activity.

The LDI and follow-through focused activities provided to the members of the LCAT –VAWC of the province of Occidental Mindoro and Romblon made them realize that trafficking in persons is happening in their area. The discussion on the laws on trafficking in persons enlightened the members on the existing kinds of trafficking that are happening or being committed in their locality. The awareness of the existence of increasing and unreported cases of trafficked persons calls for deeper knowledge, skills, and attitude (KAS) on the laws and policies on women and children, different strategies, and good practices to better equip the council members to provide appropriate intervention in reaching out those victim-survivors. Continuous provision of technical assistance to the council members will motivate them to take necessary actions to minimize cases of trafficking in persons in the locality.

b. Women Sector - Issues and Challenges, Actions Taken, and Recommendations.

Table 50. Women Program - Good Practices and Innovative Strategies, and their Results

Issues and Challenges	Actions Taken	Recommendations
<p>Political: Support organizations not recognized (KALIPI Organization) by some LGUs due to alleged politization.</p>	<p>Conducted special meeting with KALIPI Provincial Chapter Officers and LGU focal persons on women sector.</p>	<p>For the CO-PMB and FO-PMB to work with the PCW to advocate with the LGUs on the importance of women organizations in their areas.</p> <p>For the CO-PMB and FO-PMB to provide support in database system to allow for the proper profiling of women organizations, and their members.</p>
<p>Social: Different interpretations of policies affecting women, thus, some issues (such as TIP) cannot be resolved at the barangay level.</p>	<p>Technical Staff exerts best effort to equip B/C/MLGU social workers and officials with necessary skills to assess if a certain instance falls under violation of human trafficking.</p>	<p>For the CO-PMB and SMS to include reorientation to policies and programs as part of its massive and constant information drive done at the national level.</p>
<p>LSWDOs designated case managers' lack of concrete experiences on social case management</p>	<p>Continuation of the provision of technical assistance along case management (online and field visitation; conduct of Case Conferences and Group Study Sessions),</p> <p>Conduct of Orientation on Case Management Protocols with</p>	<p>Prioritization of capacity building activities to strengthen the capability of the LSWDOs especially the newly designated case managers/ members of LCAT-VAWC in responding to cases and other interventions</p>

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Issues and Challenges	Actions Taken	Recommendations
	other partner agencies (DEPED, DOLE, DILG).	

c. Assessment/ Ways Forward for Women Sector

The recent enactment of the OSAEC/CSAEM law has triggered a comprehensive overhaul of both national councils and, consequently, regional committees. There is a need for fostering a more transparent communication and close coordination with LGUs.

PSD's paramount focus remains on delivering continuous technical assistance to Sectoral Local Council members and LGUs, aiming to fortify the functionality of local committees. These concerted efforts are designed to aid LCAT-VAWCs in adapting to the transformative effects resulting from the restructuring of national councils and regional committees. To ensure a seamless transition, we are initiating extensive email communications with Local Government Units (LGUs) to keep LCAT-VAWCs well-informed about the intricacies of these changes.

Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

- **Recovery and Reintegration Program of Trafficked Persons (RRPTP)**

A. Physical Targets and Accomplishments

As of 31 December 2023, the RRPTP has fully achieved its one (1) HPMES indicator:

- **Trafficked persons provided with social welfare services:** Out of the annual target of 17 trafficked persons, 27 were served (158.82%, or additional 10 clients). These 27 are the targeted victim-survivors of trafficking in persons. From this number, 21 clients (77.77%) of the clients served were provided with 2 or more assistance for livelihood, and/or skills, medical assistance or educational assistance; Target clients were provided with psychosocial counselling upon receipt of referral; Provision of financial aid for either livelihood, medical, or educational purposes was processed upon receipt of referral and submission of required documentation.

B. Financial Targets and Accomplishments

As of 31 December 2023, the RRPTP has two (2) funding sources: Current Fund and Continuing Fund as shown in Table 47.

Table 51. Summary of Financial Performance of the RRPTP.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate (%)	
				Obligations (C/B)	Disbursement (D/B)
Current Fund	859,000.00	754,772.16	754,772.16	87.87%	87.87%

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Continuing Fund	261,003.63	261,003.63	261,003.63	100.00%	100.00%
TOTAL	1,120,003.63	1,015,775.79	1,015,775.79	90.69%	90.69%

As of 31 December, 2023, the Regional Inter-Agency Committee against Trafficking (RRPTP) was able to utilize **Php 1,015,775.79** or **90.69%** of the **Php 1,120,003.63** total allocated fund. For the current fund, the program has been allocated a total amount of **Php 859,000.00**, of which **Php 754,772.16**, or **87.87%** was utilized. While for the continuing fund, the program has a total allocation of **Php 261,003.63**, of which **100.00% was fully utilized**.

c. Issues and Challenges

Table 52. RRPTP - Issues and Challenges, Actions Taken, and Recommendations.

Issues and Challenges	Actions Taken	Recommendations
<p>Structure/ Staff: Status employment of the Program Focal is COS/ MOA which may affect the turnover of staff.</p> <p>Limited staff/ Only one (1) staff assigned in the Regional Office, and no other staff deployed in the SWADT Offices.</p>	<p>Communicated this concern with the CO-PMB, whom already requested a plantilla position to DBM.</p> <p>Collaboration with other community-based staff in the Regional Office and the SWADT Offices.</p>	<p>For the CO-PMB and FO-PMB to continuously followup this request and hasten the creation of plantilla position for the program focal.</p> <p>For the FO-PMB to request additional positions for the program: FO-based staff focus on handling financial and other administrative tasks, while the SWAD-based staff should be SWO positions to handle referrals and cases</p>
<p>Political: Confusion on the roles and functions of the LCAT-VAWC in implementing the laws against trafficking.</p>	<p>Conducted an LDI to selected LCAT-VAWC to empower them in performing their roles and functions implementing the policies for the protection of people experiencing TIP.</p>	<p>For the CO-PMB to lobby a with the DILG to include the implementation of anti-trafficking programs and activities into SDCA indicators as well as the SGLG, to encourage LGUs to proactively conduct social welfare programs and activities, regardless of whether TIP occurs in their jurisdictions or not.</p>
<p>Economic Limited fund allocation in the implementation of programs and activities for trafficked persons, to prevent, suppress and punish TIP.</p>	<p>Conducted activities for the LCAT-VAWC to encourage LGUs provide budget allotment in implementing anti-human trafficking campaigns and services.</p>	

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Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

Persons with Disability Welfare Programs and Services

a. Physical Targets and Accomplishments

As of 31 December 2023, the PWD Welfare Program has fully achieved its one (1) HPMS indicator:

- **Number of PWDs provided with assistance.** Out of target 100.00%/ ANA, 1,221 clients/ PWDs served through AICS (100.00%, no deviation). Specifically, 8 in the 1st Quarter, 2nd Quarter (109), 3rd Quarter (446), and 4th Quarter (658).

In addition to this, support activities in relation to promotion of PWD wellbeing were also done and achieved by the program:

- 37 Organizations of PWD coordinated
- 23 PWD/PDAO Organizations provided with TA.
- 164 LGUs/PDAO personnel provided with Learning and Development Interventions
- 2 PWDs provided with learning opportunities (OJT). These were from National Vocational Rehabilitation Center of Field Office NCR through a Memorandum of Agreement (MOA).

Furthermore, the Program continuously coordinates National Council for Disability Affairs ensure that the programs and services including the updates and issues regarding the PWD Sector are tackled. Furthermore, other PWD organizations, Persons with Disability Affairs Office (PDAO) and League of Persons with Disability Affairs Office (LPDAO) are constantly being monitored and coordinated should there be some concerns to discuss.

Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

Program for Former Rebels (Executive Order No. 70)

a. Physical Targets and Accomplishments

As of 31 December 2023, the Program for Former Rebels (FRs) has fully achieved its one (1) HPMS indicator:

- **Number of Former Rebels provided with assistance and interventions.** Out of target 130 clients, 163 former rebels were served (125.38%, or additional 33 former rebels). In this number, 120 are male and 43 are female. The served FRs are referred by their respective E-CLIP Committee chaired by the Provincial Governor of the provinces of Oriental Mindoro and Occidental Mindoro to the Field Office. The said FRs, received immediate assistance to suffice the needs of their family while undergoing reintegration in their community.

b. Issues and Challenges

Table 53. Program for Former Rebeles (EO No. 70) - Issues and Challenges, Actions Taken, and Recommendations.

Issues and Challenges	Actions Taken	Recommendations
Strategy: No clear guidance in the implementation of the clusters	Continuous participation in the TWG meetings with other agencies.	For the CO-PMB provide clear guidance on conduct of dialogues with partner stakeholders, including the LGUs, in handling and

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Issues and Challenges	Actions Taken	Recommendations
<p>Limited funds in monitoring the provinces.</p> <p>Environmental Most of the beneficiaries are from Geographically Isolated and Disadvantaged Areas (GIDA).</p>		<p>facilitating case management for the FRs.</p> <p>For the FO-CBSS to regularly conduct scheduled Quarterly Meeting with the EO 70 TWG and partner agencies for better monitoring.</p>

Strategic Focus 2 Programs

Program Management Division/ Protective Services Division

Family and Community Welfare Programs and Services

a. Physical Targets and Accomplishments

To guarantee proper implementation, the focal point consistently coordinates with partner stakeholders for the referral of clients in need of support and also provides technical assistance to partner implementers. Physical targets have been met and the majority of the funds have already been disbursed.

As of 31 December 2023, the Family and Community Welfare Program has fully achieved its four (4) HPMES indicators, namely:

- **Number of solo parents provided with assistance.** Out of target 150, 226 solo parents were served (150.67%, or additional 76 solo parents). From this number, 163 are female and 63 are male. Utilizing the continuing and current funds, the solo parents were provided with educational assistance for their dependents, food and cash assistance for other support services. Clients served were from the Provinces of Palawan, Occidental and Oriental Mindoro.
- **Number of persons who use drugs (PWUD) provided with assistance.** Out of target 30, 88 PWUDs were served (293.33%, or additional 58 PWUDs). From this number, 1 female and 87 male clients were served. Clients were provided with assistance utilizing the continuing funds of Community Based Programs.
- **Number of persons living with HIV (PLHIV) provided with assistance.** Out of target 100.00%/ ANA, 128 PLHIV were served (100.00%, no deviation). From this number, 10 are female and 118 are male. Utilizing the continuing funds, clients were provided with medical and food assistance.
- **Number of patients with mental/ cancer concerns provided with assistance.** Out of target 30, 55 patients with mental/ cancer concerns were served (183.33%, or additional 25 patients with mental/ cancer concerns). From this number, 24 are female and 31 are male. They were provided with medical and cash assistance for other support services utilizing the unexpended subsidies of other community programs.

Different activities were also conducted by the Program to support wellbeing and promotion of rights of the target sectors. Here are some of the activities:

- February 20, 2024 - Launching of the National Search for Natatanging Pamilyang Pilipino
- April 18-20, 2023 - Solo Parents Week Celebration
- May 2-5, 2023 - First Batch of Yakap Bayan Roll Out Training

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- May 22-26, 2023 - Second Batch of Yakap Bayan Roll Out Training
- July 10, 2023 - 1st Phase Deliberation of Nominees to the National Search for Natatanging Pamilyang Pilipino
- October 9, 19 & 21, 2023 - National Filipino Family Week Celebration.
- November 28 - December 1, 2024 - Resource Speaker for Yakap Bayan Training of Trainers (Palawan MDRT Members)
- Dec 1, 2023 - Posting of Advocacy Tarpaulin for World AIDS Day Celebration

b. Financial Targets and Accomplishments

The Community-based Services Section has two (2) funding sources: Current Fund and Continuing Funds as shown in Table 54.

Table 54. Summary of Financial Performance of the Community-based Services.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate (%)	
				Obligations (C/B)	Disbursement (D/B)
Current Fund	6,550,701.54	6,385,701.93	6,385,701.93	97.48%	97.48%
Continuing Fund	3,081,399.33	3,081,399.33	3,081,399.33	100.00%	100.00%
TOTAL	9,632,100.87	9,467,101.26	9,467,101.26	98.29%	98.29%

As of 31 December 2023, the Community-based Services was able to utilize **Php 9,467,101.26** or **98.29%** of the **Php 9,632,100.87** total allocated fund. For the current fund, the Community-based Services has been allocated a total amount of **Php 6,550,701.54**, and utilized **Php 6,385,701.93 (97.48%)**. While for the continuing fund, the program has a total allocation of **Php 3,081,399.33**, of which **100.00% was fully utilized**.

b. Issues and Challenges

Different issues and concerns are experienced by the specific sectors under the community and family sector. Table 55 shows the issues and challenges, as well as the actions taken, and recommendations.

Table 55. Family and Community Sector - Issues and Challenges, Actions Taken, and Recommendations.

Sector	Issues and Challenges	Actions Taken	Recommendations
Solo Parent	Strategy: Lack of travelling expenses to conduct validation and assessment to referred Solo Parents beneficiaries.	Facilitated reallocation and modification of funds.	For CO-PMB provide additional support in terms of budget to conduct activities, database monitoring

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	<p>Limited bond capacity of assigned SDO to the CBSS affecting timeliness of the assistance payouts</p> <p>Staff: Unavailability of combased counterpart to all SWAD offices</p> <p>Systems/ Political:: Unavailability of centralized database of Solo Parents.</p> <p>Legal: Unavailability/ Non-functional Regional Filipino Family Councils</p> <p>No established Inter Agency Coordinating and Monitoring Committee on the Regional level</p> <p>Environmental: Geographical location of the FO limits the number of walk-in clients.</p>	<p>Strengthened partnership with LSWDOs.</p>	<p>systems, and guidance increasing the functionality of National and Regional Filipino Family Councils.</p>
PLHIV	<p>Social: Both public stigma and self-stigma hinders clients rom accessing assistance on the LGU level.</p> <p>Political: Limited access/ Unavailabilit of masterlist of PLHIV clients per LGU due to the Data Privacy Act.</p>	<p>Submitted proposal for procurement of IEC Materials to strengthen awareness on HIV as well as the available services at the local level.</p> <p>Continuous coordination with the LSWDOs for the monitoring of cases and advocacy activities</p>	<p>For CO-PMB provide additional support in terms of budget to conduct activities (including advocacy/ awareness campaigns), and developing database monitoring systems.</p>

Overall assessment/ Ways Forward for the Program Management Division

The Program Management Division (PMD) has achieved all its ten (10) HPMES indicators (100%). Among these indicators, the following OPC Commitments were also accomplished:

Table 56. Summary of the PMD accomplishments of OPC indicators.

Indicators	Targets	Accomplishments (January - December 2023)
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1. Number of clients in residential care facilities served and rehabilitated.	46	MYC accomplished 47 clients served (102.1 %) cases served for the whole year.
2. Percentage of facilities with standard client-staff ratio	<p>a. Standard social worker-client ratio of 1:12</p> <p>b. Houseparent – client ratio of 1:11</p>	MYC accomplished 1:12 client-social worker ratio HP is 1: 11 client-houseparent ratio per shift for the current number of residents since there are two (2) staff as bridge during day shift where most all the activities of the residents are being conducted.
3. 3.Number of children in Child Development Centers and Supervised Neighborhood Play provided with supplementary feeding as per set timelines (13TH) Cycle ; completed 60 days feeding implementation by end of December 2023	78,479	The 13th Cycle of the program is expected to commence in line with the start of classes in Child Development Centers (CDCs) around August or September 2023 however the SFP was not initially included in the exemption for the election ban until the last week of October. This had an effect in the downloading of funds to LGUs. Only after funds are downloaded to LGUs that the procurement process will start. As of 30 December 2023, the SFPMO was able to transfer funds to 64 LGUs to serve 78,230/78,479 children beneficiaries or 99.68% (excluding Cagayancillo and Bataraza).
4.Percentage of children in SNPs and CDCs with improved nutritional status (12th) Cycle	81%	92,470 children were served with 60 TADF equivalent to 120 feeding days. 92,470 children were served utilizing DSWD funds and 13,413 children were served utilizing LGU funds. The official rehabilitation rate for the 12th cycle is 46.51% improvement from severely underweight/ underweight to normal (60/72 LGUs with submitted report).
5. Number of beneficiaries served through AICS	23,689 clients	63,575 client beneficiaries or (894%) were served through Assistance to Individuals in Crisis Situation.
6.Number of Trafficked Persons provided with social welfare services	17	Children = 14 Youth = 7 Adult = 6 Total = 27
7. 100% senior citizens served and provided with social pension	206,341	
8. Number of Centenarians provided with Cash Gift as per set timeline	22	22 Centenarians paid within the set timeline

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9. Number of LGUs provided with Technical Assistance	67 LGUs	Seventy-eight (78) or 116.4% LGUs were provided with technical assistance.
10. Knowledge Product Submission to CO	1	One (1) KP submitted with 2 Knowledge SS

As we move forward for 2024, the PMD remains committed to sustaining these efforts, continually adapting to new strategies to meet the ever-evolving demands of the social welfare landscape. The active involvement and commitment of all Protective Services Programs at the local level to serve and perform the division's functions helps and facilitates the smooth implementation of all protective services programs. PSD looks forward to further collaborations, learning opportunities, and continuous improvement while collectively striving for the betterment of the communities and beneficiaries. Strengthening of partnerships through constant dialogues and other communication activities. The ongoing strategy is centered around fostering transparent communication and close coordination with LGUs, committee members and other partner stakeholders concerning upcoming activities. This approach is crucial for optimizing the efficiency and effectiveness of activity implementation and facilitating resource sharing.

In compliance to the Harmonized Performance Contract wherein all Divisions were required to submit Good Practice/innovation and Knowledge Products, all PSD programs tried to develop and document their respective good practices. For this quarter, the Division was able to produce and submit the Kwentuhan ng Katatandaan sa Kanayunan (KKK) which was developed by the Social Pension Program and the Increasing Awareness About Safer Internet Day and OSAEC Through the Production, Printing, and Distribution of Social Behavioral Change Communication Materials which was developed by the Led Secretariat Focal. While these good practices are both in process of enhancement, the PSD Team is geared towards innovations that would drive clients' awareness and partners' participation.

The PSD is truly dedicated to uphold the core values of the Department by ensuring that all clientele are provided with social interventions, and all partner stakeholders are capacitated and strengthened the collaboration. The PSD will continue to be upfront in the delivery of a "Maagap at Mapagkalingang Serbisyo".

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C. Overview of Support to Operations/ Support Roadmaps of the Department

The Support to Operations Roadmaps serve as the inputs needed to ensure that the implementation of programs and services will deliver the intended results reflected in the Core Objectives (Strategic Focus 1 & 2) section. In order to realize the deliverables for its core process, the DSWD must address internal issues as well in order to enable the organization to achieve a higher success rate in terms of strategy execution. The Department shall manage its resources efficiently and ensure that its institutional processes, systems, and human resources are in place.

I. Finance and Logistics Roadmap

- *General Administrative and Support Services*
- *Financial Management Services*
- *Internal Audit Unit*

II. Organization and Human Capital Roadmap

- *Human Resource and Management Development*

III. Information Capital Roadmap

- *Regional Information And Communications Technology Management Section (RICTMS)*
- *National Household Targeting Section - Poverty Reduction (NHTS-PR)*
- *Social Technology Unit*
- *Social Marketing Unit*

IV. Policy Reform Roadmap

- *Policy Development and Planning Section*

Support Roadmaps/ Support to Operations (Programs/ Offices/ Divisions/ Units)

I. Finance and Logistics Roadmap

• Administrative Division

The Administrative Division, under the General Administrative and Support Services Group, is primarily responsible for the provision, maintenance and management of logistical requirements to support the Department in the attainment of its vision and mission. It shall develop policies and formulate plans, programs, and activities related to the provision of logistical services. It also provides services related to procurement, property and supply management, record management, maintenance of property/facilities, operation of transportation, communication, utility services and supervise utility and security personnel. The division also ensured that appropriate management systems and procedures are in place for a more economical, efficient and effective administrative services.

a. Physical Targets and Accomplishments

The Administrative Division has four (4) sections, namely General Services Section (GSS), Records and Archive Management Section (RAMS), Procurement Section (PS), and Property and Supply Section (PSS). The AD has a total of 15 HPMS indicators distributed amongst its sections: GSS has three (3) indicators, RAMS has six (6) indicators, PS has four (4) indicators, and PSS has two (2) indicators.

As of 31 December 2023, the Administrative Division was able to fully achieve the following 13 HPMS indicators under the Division:

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General Services Section (66.67%, or 2 out of 3 indicators fully achieved)

- **Number of facilities repaired/renovated.** Out of target four (4) facilities, all four (4) are repaired/renovated (100.00%, no deviation). These facilities are the following: Main Building (Four-Storey), Annex Building (two- Storey), 1 story Building, and 1 Container Van. Continuous provision of technical assistance through daily inspection of the resident Engineer and quarterly monitoring of the service providers
- **Vehicles maintained and managed.** Out of the target 21 vehicles, 19 are maintained and managed and two (2) vehicles are for disposal (100.00%, no deviation). These vehicles are from Palawan SWADT and MYC, which were both used for nine (9) years. Two (2) additional vehicles were transferred to SWADT Marinduque and Oriental Mindoro, one (1) additional van was already delivered to Regional Office, and one (1) van donated by the Province of Palawan

Records and Archive Management Section (100.00% or 6 out of 6 indicators fully achieved)

- **Percentage of Records digitized.** Out of the target 100% records, 372.86% were digitized. RSOs immediately scanned and stored once submitted
 - **Records are digitized.** Out of the target 6,000 records, 22,372 were digitized (372.86%, or additional 16,372 records)
 - **Records identified for digitization.** Out of the target 6,000 records, 22,372 were digitized (372.86%, or additional 16,372 records). Records digitized based on the RSO tracker of the RAMS.
- **Percentage of records disposed of.** Out of the target 100%, 100.00% disposed (no deviation)
 - **Number of records disposed of (per kgs).** Out of the target 2,000 kgs, 2,000 kgs disposed of (100.00%, no deviation).
 - **Number of records identified for disposal (per kgs).** Out of the target 2,000 kgs, 2,000 kgs records were identified for disposal (100.00%, no deviation). After approval of the Request Authority to Dispose from the National Archive of the Philippines (NAP), actual disposal happened last October 10, 2023

Procurement Section (100.00%, or 4 out of 4 indicators fully achieved)

- **Procurement projects completed in accordance with applicable rules and regulations.** Out of the target 85%, 85.67% completed projects (100.79%, or additional 0.67%)
 - **No. of PR Received.** Out of the target 800 PR, 1,298 PR received (162.25%, deviation of 498 PRs)
 - **No. of PR Processes Awarded and Contracted on Time.** Out of target 675, 1,112 PR awarded and contracted on time (164.74%, or additional 437 PRs).

The Section met its target by monitoring all the PR received. Some of the facilitating factors are the availability of suppliers, correct ABC, and availability of signatories in the procurement documents.

- **Compliance with reportorial requirements from oversight agencies.** Out of the target 100%, 100.00% complied with reportorial requirements, in which all six (6) targets required are complied with.

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- **Technical Assistance provided to Central Office OBSUs and Field Offices relating to various procurement projects** as requested and/or as initiated through Procurement Facilitation Meetings. Out of the **target 100%, 100% TA provided, from which 494 TAs requested were 100% provided, upon request (no deviation)**. As for the capacity trainings/ workshops, target of 1 is already conducted last February 9-10,2023 (Procurement Training)
- **Central Office OBSUs and other procurement partners satisfied with the services rendered**. Out of the **target of 100% satisfied, 494.00% rated the Procurement section with Satisfactory to Excellent Services**. Out of the target 100 procurement partners, 494 partners were satisfied with services rendered as all reflected in the satisfaction survey (494%, or additional 394 procurement partners).

Property and Supply Section (50.00%, or 1 out of 2 indicators fully achieved)

- **PPEs with proper documents upon delivery**. Out of the target **100% PPEs (40 POs), 45 POs were properly documented upon delivery (112.50%, or additional 5 POs)**. Immediate issuance of property documents

On the other hand, two (2) HPMES indicators are partially achieved and still ongoing achievement:

General Services Section (33.33%, or 1 out of 3 indicators partially achieved)

- **Percentage of real properties titled**. No accomplishment yet but on the process. The region decided to accomplish the said indicator on 2024 due to the lengthy titling process. There are three (3) pending real properties and their status, namely:
 - Malate Lot - Deed of Conveyance subject to signature by the President/DENR Secretary
 - MYC Lot - Follow-up through conducting a meeting with the Registry of Deeds
 - OrMin Lot - For registration to Registry of Deeds

Property and Supply Section (50.00% or 1 out of 2 indicators partially achieved)

- **Unserviceable PPEs disposed of**. Out of the **target 100% of the 938 recorded items identified, 844 PPEs disposed of (89.98%, or deviation of 94 PPEs)**. The remaining items for disposal need to be cleared out and double check through the records. It will be disposed together with the newly recorded items for disposal this 1st quarter of 2024.

b. Issues and Challenges

The Administrative Division have experienced major issues and challenges concerning the limited number of personnel for GSS, PSS, and other personnel to do tasks and compliance of requirements affecting procurement. Table 59 shows the specific issues and challenges, actions taken, and recommendations of the Division during the year 2023..

Table 57. Administrative Division - Issues and Challenges, Actions Taken, and Recommendations.

Issues and Challenges	Actions Taken	Recommendations
Structure Non-inclusion of the “Records Management” to the designated personnel’s IPC.	Reminded the designated personnel to include the RM in the 2nd Sem 2023 using IPC Checkpoint.	For the RAMS to remind all supervisors on the status of their Records Management/ Records for Disposal.

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Issues and Challenges	Actions Taken	Recommendations
<p>System: The lack of proper turn-over of records to new designated records custodians.</p> <p>Shared Values: Lack of appreciation on the significance of disposal of records</p>	Regular updating to all designated records custodians and semestral meeting with the RMIC	
<p>Strategy/ Legal: Delayed Approval by National Archives of the Philippines (NAP) on FO request for authority to dispose.</p>	Regular coordination and follow-up for the FO's request on authority to dispose.	For the RAMS to submit the Request for Authority to Dispose as early as possible.
<p>Strategy: Limited funds to support maintenance operations, especially on hiring of experts.</p> <p>Staff/ Skills: Expertise of the current FO engineer is limited to electrical.</p> <p>Limited number of staff skilled in troubleshooting preventive maintenance and grounds management concerns.</p>	<p>Asked for free Consultancy Services for the Fire Detection and Alarm System (FDAS).</p> <p>Proposed for the creation of additional positions (Workforce Planning)</p>	<p>For the CO-GASSD and Field Office approve the creation of a position for the proposed hiring of an Electronics and Communications Engineer (ECE);</p> <p>Hire Consultancy Services for the Fire and Detection and Alarm System (FDAS).</p> <p>For the GSS to continue compliance to Quality Management System (ISO forms and SOPs).</p>
<p>Economic: The continuous increase on the cost of repair and maintenance of ageing vehicles.</p>	Proposed for the additional vehicles	For the Field Office to process the approval of disposal and replacement of two identified vehicles.
<p>Systems: Challenges in using the new template for PPMP for NON-CSE.</p> <p>Strategy/ Staff: Non-observance of timeline on the submission despite frequent follow ups, changes of staff.</p>	Issuance of memorandum for the submission of PPMP for 2024 to all Units/Programs in preparation for APP for 2024 (deadline September 27, 2023)	<p>For the Procurement Section craft and Innovate new strategies to meet the KRA;</p> <p>Implement strict compliance on the submission of PPMP for 2024, through proposal in including this in the DPC and/or IPC of the concerned personnel;</p>

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Issues and Challenges	Actions Taken	Recommendations
		Provide TA to End-User (one on one if needed).
<p>System: No monitoring list of unserviceable PPEs and lack of coordination with concerned personnel;</p> <p>Outdated list of PPEs (PREMIS);</p> <p>Staff: No designated staff to focus.</p> <p>Skills: Limited knowledge of designated personnel on the process of disposal</p> <p>Strategy/ Shared values: Limited appreciation on the significance of property accountability including the disposal of unserviceable PPEs.</p> <p>Economic/ Environmental: Lack of interested bidders esp. in the provincial offices.</p> <p>Hauling expense of the potential bidder is higher than the cost of the unserviceable PPEs for disposal.</p>	Coordinated to DPS, 2 weeks prior the scheduled disposal.	<p>For the FO-PSS to coordinate activities with the GSS, COA, and DPS;</p> <p>Provide orientation on conduct of actual inventory.</p>

d. Good Practices and Innovative Strategies

The Administrative Division has also recorded some good practices and innovative strategies focused on the conduct of TAs on records audit, digitalization of database and records management, and promotion of the use of PREMIS. Table 58 shows the detailed description and results of these practices conducted during the year 2023.

Table 58. Good Practices and Innovative Strategies of the Administrative Division

Area	Description (Good Practices/Strategies)
Conduct of Records	This activity aim to provide technical assistance to all regional and

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Area	Description (Good Practices/Strategies)
Audit to the Provincial Offices	provincial offices. Although there are virtual platforms that may be utilized for this purpose, a face-to-face audit is still opted by the section as it can address immediately the concern of all offices in the province and provide TA to individual designated records custodians when necessary. Also, the participants can focus on the activity when the section is physically present in their area as compared to the online platform where there are a lot of distractions.
Continuous updating of &S and RMIC Committee Members and Creation of a Google space for regular updates and advisories.	Due to the fast turnover of personnel in the region, it is vital to acknowledge and let the new members feel the importance of their participation in the implementation of proper records management in the field office. Furthermore, the constant reminder and provision of the revised ISO forms, templates, and references in a way help all offices to adjust and conform to the new or amended requirements of the office.
Use of PREMIS	The PSS staff and Designated Supply and Property Officers of the different divisions and SWADT Offices were equipped with knowledge and know-how on the utilization of PREMIS. Continued technical assistance through a series of talks and orientation with DPSCs was conducted.
Procurement Training last February 9-10, 2023	As part of capacitating the end users, BAC, Procurement Officers, and TWG on the various procurement policies and guidelines, Procurement Training was initiated by the Procurement Section last February 9-10, 2023 to equip the personnel on the government procurement law.
Virtual Technical Assistance	Limited resources have always been a challenge for the RGASS. Since there are available online platforms that can be utilized without incurring funds, RAMS maximized the use of technology to address the information gap of provincial personnel on records management and how the personnel can perform their tasks as the designated records custodians. Increase on the knowledge of the personnel on records management was fulfilled. Moreso, they were able embrace and realize their significant role in ensuring a safe and secured workplace and a sound records management. Slowly, there are improvements in the workstations of the offices.
Online Tracking of Purchase Request Status	This simple strategy tracks the status of every Purchase Request received from the date of receipt until the date it was forwarded to other units

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Area	Description (Good Practices/Strategies)
	This strategy helped the section monitor all the PR received for report purposes.
Use of Framework Agreement for the Procurement of Disaster Stockpile	<p>The use of a Framework Agreement allows the end user to request for “call off “every time there is a need to replenish the stockpile without conducting another round of procurement.</p> <p>The adoption of the Framework Agreement minimizes time for the procurement process which became adaptive and responsive to the needs of the end user.</p>

e. Assessment/ Ways Forward for the Administrative Division

Out of the 15 HPMES indicators, 13 were fully achieved, while two (2) are still ongoing accomplishments. The remaining two (2) indicators are on the titling of the real properties of the Field Office, and the disposable of the unserviceable PPEs. For the year 2023, the AD focused on its continuing efforts to perform its mandate while contributing to the HPMES and OPC targets by maintaining the facilities, ensuring an efficient procurement process, digitalization of records, and proper documentation of PPEs. For the next semester, the AD should utilize its current strategies of utilizing digital platforms and streamlining of processes to ensure that issues and challenges are adequately addressed and targets are achieved.

I. Finance and Logistics Roadmap

• Financial Management Services Division

The Financial Management Division (FMD) is tasked to provide an efficient and effective financial plan to support the Department’s Programs/Activities/Projects aimed at achieving its desired outcome and mandate; develop and implement policies and guidelines for the effective, efficient, and economical management of financial resources of the Field Office; manage financial and related non-financial information system to ensure timely compliance with reporting requirements of oversight agencies and statutes, and to support or provide management with relevant information and advice/options in decision-making process; and the evaluation and analysis of the operating performance of various responsibility centers of the field office (FO).

The FMD is composed of the Accounting, Budget, and Cash Sections.

The Accounting Section ensures an efficient and effective implementation of accounting policies and guidelines for proper management of financial resources of the Field Office; ensures timely compliance with reporting requirements of oversight agencies and statutes; provides management with information relevant to the decision-making process; and evaluates and analyzes the operating performance of various responsibility centers of the Field Office.

The Budget Section in coordination with the Planning Section, is responsible for the preparation of the Field Office budget estimates, and budget proposals using the 2-tier approach before the RDC for

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endorsement to DBM, LGU, and other oversight and administrative agencies. It supports the implementation of an effective financial plan for the Department's PPAs aimed at achieving its desired outcome and mandate; the development and implementation of policies and guidelines for the effective, efficient, and economical management of financial resources of the Field Office.

The Cash Section ensures that all resources of the agency shall be managed, expended, or utilized in accordance with the law and regulation, and safeguarded against loss or wastage through illegal or improper disposition, with a view to ensuring economy, efficiency, and effectiveness in the operations of the government.

a. Physical Targets and Accomplishments

The Financial Management Services Division (FMD) has four (3) sections, namely the Accounting Section, Budget Section, and Cash Section. The FMD has a total of eleven (11) HPMES indicators distributed amongst its sections: Budget Section has one (1) indicator, Accounting has eight (8) indicators, and Cash has two (2) indicators.

As of 31 December 2023, the FMD has fully achieved the two (2) HPMES indicators:

Cash Section (100.00%, or 2 out of 2 indicators fully achieved)

- **Cash Utilized (Cash Utilization vs Monthly Disbursement Program).**
 - **Cash Utilized – Direct Release Funds.**
 - Out of target 100% of Notice of Cash Allocation (NCA) amounting to Php 1,606,611,000.00 for the year, Php 1,606,611,000.00 disbursed (100.00%, no deviation)
 - **Cash Utilized – Centrally Managed Fund.**
 - Out of target 100% of Notice of Transfer of Allocation (NTA) amounting to Php 3,610,993,841.89 for the year, Php 3,603,642,001.94 disbursed (99.80%, or deviation of 0.21% or Php 7,351,839.95). Remaining balance is Lapsed NTA for Kalahi Fund 102. The fund was requested not to download due to unavailability of disbursement vouchers for payment but still downloaded by the Central Office.

On the other hand, the FMD has partially achieved these ten (10) HPMES indicators:

Budget Section (100.00%, or 2 out of 2 indicators partially achieved)

- **Budget utilized (Actual Obligations Over Actual Allotment).** Absolute value: Out of target Php 5,699,957,847.32 for the year, Php 5,608,442,326.96 obligated (98.39%. deviation of 1.61% or Php 91,515,520.36.)

Regional accomplishment is short of 1.61% to reach the target utilization rate of 100% by the end of the year. Most of the unobligated balances are the administrative cost portion of MOOE amounting to P 55 million. Other remaining unobligated balances are 20 million for grants/subsidies, and personnel services amounting to 13 million

- **Budget utilized (Actual Obligations Over Actual Allotment).** Absolute value: Out of target Php 5,380,495,581.32 for the first semester, Php 2,602,997,830.34 obligated (96.76%. deviation of Php 2,777,497,750.98.)

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Regional accomplishment short of the target rate of 25% per quarter or 50% expected accomplishment for the 1st semester of the year. The unobligated balance is under Subsidies-Others/Grants composed of 13,977.30 continuing funds and P 2,098,480,258.86 current appropriations, respectively.

Accounting Section (100.00%, or 8 out of 8 indicators partially achieved)

- **Budget utilized (Actual Disbursements over Actual Obligations Incurred).** Out of the target Php 5,608,442,326.96 total obligations, Php 5,341,222,291.27 was disbursed (95.54%, deviation of Php 267,220,035.69). Some activities are one time obligations (annual) i.e. salaries, meetings, etc.
- **Cash advance liquidated.**
 - **Cash advance liquidated: Advances to officers and employees.** Out of the target 100.00% or Php 6,395,864.64 cash advances to officers and employees, Php 6,169,473.62 liquidated (96.46%, deviation of 3.54% or Php 226,391.02). P1,394,284.73 were cash advances granted only in October - December, 2023
 - **Cash advance liquidated: Advances to SDOs.**
 - **Current Year - Liquidation of Cash Advances to SDOs.** Out of the target Php 2,291,071,237.17 cash advances to SDOs in the current year, Php 2,016,323,391.68 liquidated (80.94%, deviation of 19.06% or Php 274,747,845.49). P744,749,869.67 were cash advances granted only in October - December, 2023
 - **Prior Years- Liquidation of Cash Advances to SDOs.** Out of the target Php 1,183,243,903.83 cash advances from prior years, Php 1,182,751,903.83 liquidated (99.96%, deviation of 0.04% or Php 492,000.00). Continuous coordination to programs with prior years' unliquidated cash advances.
 - **Cash advance liquidated: Inter-agency transferred funds.**
 - **Current Year - Inter-agency transferred funds.** Out of the target Php 1,678,115,289.61 cash advances from the current year's inter-agency transferred funds, Php 773,964,297.94 liquidated (46.12%, deviation of 53.88% or Php 904,150,991.67). 385,361,832.35 were fund transfers granted only in October - December, 2023
 - **Prior Years - Inter-agency transferred funds.** Out of the target Php 1,233,139,911.58 cash advances from the prior year's inter-agency transferred funds, Php 839,590,891.33 liquidated (68.09%, deviation of 31.91% or Php 393,549,020.25). Continuous coordination to programs with prior years' unliquidated cash advances
- **Audit Observation Memorandum (AOM) responded within the timeline.** Out of the target 100.00% or 81 AOMs, 11 responded (13.58%, deviation of 70 AOMs). Difficulty in reconciling accounts with AOMs due to unavailability of data/files from previous years. No available staff to focus on data gathering & reconciling.

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- **Notice of Disallowances (NS/ND) complied within the timeline.** Out of target 100.00% or 4 NDs, 1 ND settled (25%, deviation 3 NDs). Two (2) NDs are for implementation and one (1) ND is under appeal. The latter is hard to implement due to the unavailability of the liable officers of which some of them have already resigned, transferred, or cannot be reached.

b. Financial Targets and Accomplishments

As of 30 November 2023, the FMD has one (1) funding source - current fund. The details of these funds are shown in Table 61.

Table 59. Summary of Financial Performance of the FMD.

Sources of Fund (A)	Allocated Budget (B)	Actual Fund Utilization (C)	Disbursements	Percent of Utilization as to Allocation
CURRENT FUND	300,000.00	525,135.81	525,135.81	175.04%
TOTAL	300,000.00	525,135.81	525,135.81	175.04%

As of 31 December 2023, the Financial Management Services Division (FMD) was able to utilize the current fund **Php 525,135.81** or **175.04%** of the **Php 300,000.00** total allocated fund. The over-utilization amounting to Php 225,135.81 on obligation was charged to the remaining unutilized RGASS fund for payment of Fidelity Bond and Travelling Expenses.

c. Issues and Challenges

The FMD also faced issues in the different areas especially those related to the limitations of the current system and hiring of key officials and staff. Table 62 shows the actions taken and recommendations done by the Division to respond.

Table 60. FMD - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
<p>Submission of Obligation Request and Status (ORS) for monthly recurring and time-specific financial expenses/ claims on or before 10th of the following month is still not fully observed.</p> <p><i>Concerned Section: Budget Section</i></p>	<p>Prepared and disseminated a reminder on the submission of ORS for all expenses/claims, including anticipated claims, addressed to all divisions, offices, and center Head last December 7, 2023. The issuance of the memorandum is based on the Financial Management Guidelines (FMG) No.33 series of 2022 "Guidelines on the Release and Use of FY 2023 Funds" issued by the central office.</p>	<p>Submission of financial expenses/ claims must be within the set deadline. Strict implementation and observance of the deadline stated in the FMG is recommended.</p>

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Issues and Challenges	Actions Taken	Recommendations
<p>Submission of Obligation Request Status (ORS and Processing of Disbursement Voucher (DV) For Third Quarter of 2023 were not fully observed.</p> <p><i>Concerned Section: Accounting Section</i></p>	<p>During IPREW and RMD, it was discussed the maximum utilization of current funds.</p>	<p>To consistently adhere to the planned WFP and MDP. Formulate strategies for efficient & effective fund utilization.</p>
<p>1. Delay submission of liquidation reports 2. Actual payout not in accordance with the approved payout plan</p> <p><i>Concerned Section: Accounting Section</i></p>	<p>1. Issuance of Memorandum & Demand Letters to the Accountable Officers. 2. Strict implementation of the approved scheduled payout plan</p>	<p>On-time submission of liquidation reports with correct, complete, valid supporting documents</p>
<p>1. No available records from prior years to fully reconciled Accounts with issued AOMS. 2. No available staff to focus on reconciling accounts with AOMS</p> <p><i>Concerned Section: Internal Audit Section</i></p>	<p>1. Started to gather data with the years (2019-2023) that have records.</p>	<p>Creation of TWG that will focus only on gathering data & accounts reconciliation.</p>
<p>No available contact information to locate or communicate the liable persons.</p> <p><i>Concerned Section: Internal Audit Section</i></p>	<p>Coordination with the divisions/ programs/ projects focal</p>	<p>Program focals to assist the Section in reaching out liable persons</p>
<p>Programs /projects with huge amount of unutilized cash allocation</p> <p><i>Concerned Section: Cash Section</i></p>	<p>Coordination with the divisions/ programs/ projects focal for their available cash allocation</p>	<p>For the Division/ Programs/ Projects to strictly follow their Approved Monthly Disbursement Program (MDP)</p>

d. Good Practices and Innovative Strategies

The FMD focused on developing monitoring tools and maximizing digitalization efforts as some of the good practices of the program. Table 61 shows a summary of the good practices and innovative strategies of the Division.

Table 61. Good Practices and Innovative Strategies of the FMD

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AREA	Description (Good Practices/Strategies)
Accounting Section	
Conducted meetings with Designated Finance Officers.	<p>The reconstitution of RAMT and the successful conduct of its first meeting have proven to be effective in maximizing cash utilization for the first quarter to third quarter. In which principal members and designated finance officers of various programs convene to discuss catch-up plans for the fully utilization of funds. RAMT has facilitated efficient allocation and disbursement of funds, ensuring that the available cash resources were fully utilized.</p> <p>The meeting enabled strategic planning, budgeting, and coordination among fund owners and with the Financial Management Division, leading to improved financial management and optimized utilization of allotment and cash allocation</p>
Enhanced Automated Liquidation Monitoring	<p>This tool harmonizes the process of receiving, recording, signing, and booking up submitted liquidation reports as well as budget and utilization reports from various government agencies. It provides (a) real-time updates of submitted Liquidation Reports (<i>Date Received, Status, Date Signed, Date Booked-up</i>) (b) remaining unliquidated cash advances of special disbursing officers and officers and employees as well as unliquidated fund transfers to various Non-Government Organizations (NGOs), Peoples Organizations (POs), and other Government Agencies;(c) automated Subsidiary Ledger per SDO (d) automated Summary Status of Unliquidated Cash Advances (SUCA).</p>
Creation of Automated Subsidiary Ledgers for Cash Advances and Fund Transfers	<p>Maintenance of Subsidiary Ledgers has been recurring audit observations from the Commission on Audit (COA), thus the Accounting Section continually enhances the online liquidation monitoring tool in which an Automated Subsidiary Ledgers per account is also linked. To date, the Accounting Section had already shared individual subsidiary ledgers of SDO in which they can validate and check real-time updates of their cash advances and liquidation reports.</p>
Summary of Fund Utilization Report, including the List of Unpaid Obligations	<p>Monthly Summary of the Status of Allotments, Obligations, Disbursements and Balances (SAODB) shared through Google Drive Aside from the sharing of Monthly disbursement of the Summary of the Status of Allotments, Obligations, Disbursements and Balances (SAODB) shared through Google drive, a separate link for the list of unpaid obligations is being shared to all RAMT and DFOs of the region</p>
Presentation of Status of Unliquidated Cash Advances for SDOs	<p>Every meeting, the Accounting Section also presents the Status of the Unliquidated Cash Advances of various SDOs. Program owners and implementers were all informed and updated about the statuses of various</p>

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AREA	Description (Good Practices/Strategies)
during IPREW (October 17-20, 2023) & RMDC (November 13-17,2023)	cash advances of each SDOs. This practice enables us to reconcile our records vis-a-vis program records and immediately resolve any variances.
Budget Section	
Monthly RAOD per Appropriation and Allotment Class	Monthly updated RAOD is provided to the designated Finance Officer (DFO) of concerned program/project/office as well as to the Accounting Section. DFOs, fund managers, and other concerned office/s and sections are updated on the status of obligation using the RAOD Form/Report
Sharing/dissemination of budget-related policies and guidelines	The Budget Section also ensures policies related to Government Budgeting are properly relayed and shared to program vocals through the issuance of the internal memorandum and technical assistance through telephone calls, emails, chats, and other modes of communication
Cash Section	
Real-time Monitoring of Cash Utilization	<p>Document shared through Google Drive for Programs/Projects daily monitoring of Cash Balances. It includes an approved Monthly Disbursement Program (MDP), NTA/NCA Received, and Summary of Disbursements.</p> <p>Program Heads and Finance Officers are able to monitor their daily cash balances. The Region accomplished 99.59% cash utilization for the 1st quarter (100% for Fund 101 and 93.62% for Fund 102); 100% for the 2nd Quarter (100% for both Fund 101 and Fund 102) and 100% for the 3rd Quarter (100% for both Fund 101 and Fund 102) and 99.70% cash utilization for the 1st quarter (100% for Fund 101 and 90.51% for Fund 102)</p>

e. Assessment/ Conclusion/ Ways Forward for the FMD

Out of the 12 HPMS indicators, two (2) were fully achieved, while ten (10) are with partial accomplishments of the set targets. Specifically, the achieved indicators were indicators from the Cash Section, while partial fulfillment of indicators was observed for all indicators of the Accounting and Budget Sections.

As such, the FMD should be able to sustain the 100% accomplishment of the two (2) sections of Budget Section and Cash Section, while also ensuring that the Accounting Section to follow through with its commitments. The Division can utilize its good practices of enhanced systems in monitoring and reporting financial transactions to also streamline its processes. Particularly, the Division mentioned the following efforts scheduled on the next semester:

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- Establishment of the E-NGAS Accounting System and the proposed Integrated Financial Management Information System (IFMIS) which were initially initiated by the Financial Management Service and ICTMS of the DSWD Central Office. The mentioned systems will help monitor financial transactions and will be of big help to the regional office especially if the systems will have the capacity to generate financial reports needed by the department. Installation of the IFMIS is expected this 2023.
- Issuance from DSWD Central Office of standard policies & guidelines for program staff that were assigned and mainstreamed in the Financial Management Division. This will serve as a guide to Division Chief & Section Heads to maximize programmed staff and may assign tasks related to the Section.

II. Organization and Human Capital Roadmap

• Human Resource and Management Development

The Human Resource Management & Development Division is devoted to creating operative procedures, policies, and guidelines both for the consumption of the employees and the management. Its function is vital to ensure that the company mission, vision, values, and goals are aligned with the individual and organizational strategies. The development of HR policies and procedures is key in providing structured and consistent employee mechanisms as well as in the establishment of impartial employee-related regulations. HRMDD also ensures compliance with all the legal rulings and administrative orders being governed by the Civil Service Commission.

a. Physical Targets and Accomplishments

As of 31 December 2023, the HRMDD has been able to fully achieve three (3) HPMES indicators, namely:

- **Regular staff provided with at least 1 learning and development intervention.** Out of the **target 90% of regular staff (81 out of 91 regular staff), 83 were provided with at least 1 learning and development intervention (102.47%, or deviation of 2 regular staff)**. As for the total staff, out of the target 300 staff, 313 were provided with at least 1 learning and development intervention (104.33%, additional 13 staff) (as of 30 June 2023).

LDS conducted twelve (12) online and face-to-face regional LDIs for the Regional Staff. The training programs were able to provide technical expertise to 83 regular staff equivalent to 91% of the permanent staff and 371 contractual, cost of service and job order staff from different programs. Initial participant's feedback for the activity were generally positive and praised the knowledge and expertise of the resource speaker. The section will continue with this kind of activity as an alternative learning and development intervention for DSWD FO MIMAROPA staff until the quarantine guidelines and restrictions for mass gathering, e.g. training and seminars, will be lifted.

To further supplement the learning interventions emanating from the section, it also provided external specialized training to 37 regular staff and 26 contractual and cost of service staff from various programs. The nature of training programs ranges from behavioral, technical, administrative and supervisory which aims to improve the current capacity and capability of employees. The section also collects their re-entry action plan and feedback report and monitor its implementation.

Lastly, there are 27 FO MIMAROPA staff provided with special intervention through the DSWD Educational Program for Employees.

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- **Staff provided with compensation/benefits within the timeline. 1,470 staff or 100.00% provided with compensation/ benefits within the timeline.** All staff (whether permanent, contractual, cost of service and job order) are provided compensation and benefits to all staff.
- **Personnel provided with support and assistance. No targets were set, but 11 or 100% of staff were provided with support and assistance by HRMDD.**

On the other hand, one (1) HPMES indicator that are partially achieved:

- **Positions filled up within the timeline.** Different targets are set per quarter, depending on the available vacancies and funding availability of the programs. Ongoing recruitment process for additional positions received by FO MIMAROPA, are done based on the targets and accomplishments are as follows:
 - 1st Quarter: Out of 460 vacancies, 141 staff are hired (30.65%, or deviation of 319 positions unfilled)
 - 2nd Quarter: Out of 436 vacancies, 240 staff are hired (55.05%, or deviation of 196 positions unfilled)
 - 3rd Quarter: Out of 612 vacancies, 423 staff are hired (69.12%, or deviation of 189 positions unfilled)
 - 4th Quarter: Out of 186 vacancies, 99 staff are hired (53.23%, or deviation of 87 positions unfilled).

In addition to these HPMES indicators, the HRMDD through the HR Welfare Section has facilitated the conduct of a total of 19 employee engagement activities for Regional and Provincial staff, including different wellness sessions and wellbeing support activities (psychosocial first aid/ PFA interventions, eye checkup, launching of clinic and lactation room, workplace wellbeing assessment),, assistances and referrals (rice assistance, PhilSys activities, information sessions, and celebrations (Regional General Assembly and 72nd DSWD Anniversary Celebration), among other activities. Several physical fitness wellness activities in line with the advocacy on CSC MC No. 38, Series of 1992 or the Physical and Mental Fitness Program for Government Personnel and CSC MC No.06, Series of 1995 or The Great Filipino Workout.

b. Financial Targets and Accomplishments

As of 31 December 2023, the Human Resources Development and Management Division has only has one (1) funding source. The details of the fund are shown in Table 62.

Table 62. Summary of Financial Performance of the HRMDD.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursemen t (D)	Utilization Rate (%)	
				Obligations (C/B)	Disbursemen t (D/B)
CURRENT FUND	9,232,000.00	9,329,202.43	9,306,702.43	101.05%	100.81%

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TOTAL	9,232,000.00	9,329,202.43	9,306,702.43	101.05%	100.81%
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As of 31 December 2023, the Human Resources Management and Development Division (HRMDD) was able to obligate **Php 9,329,202.43** or **101.05%** of the **Php 9,232,000.00** total allocated fund and disburse **Php 9,306,702.43 (100.81%)**. **The over-utilization is due to the contribution of other programs.**

c. Issues and Challenges

The HRMDD also faced issues especially those related to funding and hiring of special personnel that may augment the Division in their tasks. Table 63 shows the actions taken and recommendations provided by the Section.

Table 63. HRMDD- Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
<p>Strategy: Limited funding for HR-related activities for onsite recruitment</p> <p>System/ Political: New Centralization plans from Central Office;</p> <p>Election Ban;</p> <p>New CO administration/ management affecting personnel movement.</p> <p>Staff: High exit/ turn-over rate of employees; some staff have no eligibility</p> <p>Economic: Better opportunities outside DSWD FO MIMAROPA</p>	<p>Posting of job vacancies in conspicuous places and in online job placement sites get high number of applicants;</p> <p>Tapping active file applicants (pool of applicants);</p> <p>Provision of continuous assistance to staff that are not CSC eligible.</p>	<p>For the FO-HRMDD to continue posting of job vacancies both in conspicuous places and online job placements;</p> <p>Continuous assistance to staff that are not CSC eligible (Reviewer, coordination to CSC Region 4 Rizal Office for possible slots).</p>
<p>System: No Human Resource Information System (under development/ not priority of CO-ICTMS)</p>	<p>Coordination with the PPD-ICTMS on requirements of the HRM-IS.</p>	<p>For the FO-HRMDD and ICTMS work on the HRIS development as need for the Prime HRM Level 3.</p>
<p>Strategy: Limited funding for HR-related activities particularly for Learning and Development Interventions (LDIs).</p>	<p>Additional funds were sourced from other ODS and RPMOs;</p>	<p>For the FO to provide appropriate funding for Learning and Development programs</p>

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Issues and Challenges	Actions Taken	Recommendations
<p>Staff/ System: Some provincial staff are not using the official email (dswd email) thus some staff were not able to check/access the training and welfare programs provided.</p> <p>Political: Government guidelines and actions regarding COVID-19 and its variants</p> <p>Technological: Intermittent electrical power supply in the provinces/ SWAD Offices.</p>	<p>Maximize the use of google spaces/ social media for conduct of LDIs;</p> <p>HRMDD always includes this in the proposed budget the need of HRWS.</p>	<p>Draft policies for other Learning and Development interventions such as Job Rotation, etc.;</p> <p>For the FO-HRMDD to maximize the utilization of the existing technology to improve the skills and capabilities of staff;</p> <p>For the FO-HRMDD and FO-RICTMS to instruct personnel through the RICTMS to use the DSWD email so that they can check/access the training and welfare programs provided.</p>
<p>Strategy: Delayed release of centrally managed funds lead to delays in payment of salary particularly in the case of COS workers.</p> <p>Staff: Incomplete submission on the required documents for salary preparation</p> <p>Political: Fiscal policies related to program implementation tend to affect release of centrally-managed project funds resulting in delayed salaries;</p> <p>Strict requirements of COA policies for initial and last salary.</p>	<p>Common fund strategy was adopted by financial management division;</p> <p>Orient/ Reorient on the compliance with the requirements of COA; checklist of required documents</p>	<p>For all FO P/ODSUs to follow and adjust monthly cash program when new (COS) positions are created;</p> <p>For the FO-FMD to provide continuous orientation/ reorientation on the compliance to the Accounting and COA Rules and Regulations.</p>

d. Good Practices and Innovations

The HRMDD focused on developing monitoring tools and maximizing digitalization efforts as some of the good practices of the program. Table 64 shows a summary of the good practices and innovative strategies of the Division.

Table 64. Good Practices and Innovative Strategies of the HRMDD.

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Area	Description (Good Practices/Strategies)
Compensation and Benefits	<p>Creation and implementation of new Compensatory Overtime Credit (COC) Template which helps for easy monitoring and to reduce the documentary/ attachments needed.</p> <p>Formulation and development of an Automated Overtime Computation System (in Excel format in coordination with the Accounting Section) which automatically computes the days/hours/minutes rendered by staff. The data generated from the computation will automatically link to COC, DV, and ORS sheets. This application is still in pilot testing.</p>

e. Assessment/ Conclusion/ Ways Forward for the HRMDD

The HRMDD has four (4) HPMES indicators, in which three (3) were fully achieved (75.00%) and the one (1) as partially achieved (25.00%). The latter indicator is on the percentage of hired personnel within set timeline. Despite these challenges, the HRMDD continuously works on internal policies and procedures anchored on the CSC guidelines in order to establish structured business processes and transactions involving HR concerns. The HRPPMS will continue to explore and improve its existing systems to have an effective and efficient RSP and Performance Management process. Furthermore, HRPPMS will closely coordinate with the Information Communication and Technology Management Section (ICTMS) for the development of online systems. The L&D Section shall focus on providing alternative modes of learning and development intervention for the employees during this health crisis. The current Online Learning Session shall continue and incorporate additional topics that can help improve the administrative and technical expertise of the employees. The section will also enhance its existing employee onboarding program to cope with the organizational changes and development in the Department. The HRWS will continue to explore other fund sources to ensure implementation of various welfare and wellness activities. The Personnel Administration Section likewise would continuously develop and enhance systems and procedures to provide 100% compensation and benefits to entitled employees and provide better personnel services.

III. Information Capital Roadmap

● Regional Information And Communications Technology Management Section

The Regional Information and Communication Technology Management Section (RICTMS) is the primary provider of information management, communication services, and technology solutions to support the Field Office's social welfare and development strategies.

The RICTMS has 5 major KRAs and each has specific functions:

- **ICT Business Solutions and Services Development.** Responsible for end-to-end business solution design, development, and implementation, and information systems development and facilitation, including Systems Analysis, Design and Development/ Enhancement, and IT Project Management.
- **Infrastructure and ICT Security Management.** Provide Infrastructure Management, this ICT core service lays the foundation of information management services and manages and secures the network, computing, and data center infrastructure and the ancillary services that support its

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operation. Direct the development, installation, and maintenance of information systems and security controls.

- **Network and Technical Support.** Responsible for managing network connectivity, providing computing support, and maintaining applications in the production environment.
- **Resource Management.** Responsible for the administrative, budgeting, and accountabilities of the section and its staff.
- **Data Management.** Perform methodical data processing, system integration, or enterprise application integration, organized as a shared service of the DSWD and an inherent entity within the RICTMS.

a. Physical Targets and Accomplishments

As of 31 December 2023, the RICTMS has fully achieved the following seven (7) HPMES indicators:

- **DSWD Enterprise Network with a Uptime of 95 percent for FO.** Out of the target of 95%, 97.29% uptime (102.29%, additional 2.29% uptime).

There was no major downtime encountered for the second quarter. Both the Primary and Secondary Internet services exceeded the target of 95% - 99% for both PT&T and PLDT. The VPN service also exceeded the target with 98% uptime.

The FO has also a secondary ISP that supported the operations. Regarding the Network Management Unit, the Primary Internet service (PT&T) performed exceptionally, achieving a flawless uptime of 100%, surpassing the 95% target. However, the PLDT iGate and IPVPN services encountered significant downtime in the fourth quarter due to an internet supply outage at the NAP box, where our services are linked, resulting in an 88% uptime for the whole year. Furthermore, the Distribution Switches and Wireless Access Points remained stable, maintaining a 100% uptime throughout the fourth quarter.

- **Percentage/Number of Information Systems (IS) developed/enhanced and maintained.** Out of the target 2 information systems, 4 IS are being developed/ enhanced and maintained (200.00%, additional 2 IS). The Section is currently developing/ enhancing/ maintaining these four (4) Information Systems:

The increased staffing within the Business Solutions and Services Development Unit significantly aided in creating the necessary Information System for the Field Office. As of 10 January 2024, 3 out of the 4 Information Systems intended to support the entire office in reaching its objectives, are presently undergoing deployment.

a. For Deployment:

- **MIMAROPA iKiosk and Queuing System** are 100% completed, Queuing System updates were implemented for the Regional Office and all SWADT offices that had been deployed during the 4th quarter. A significant update to the Queuing System is anticipated by the end of the 4th quarter, although it should be noted that this update does not include Romblon SWADT as it has yet to be deployed in their office. Schedule deployment of the Queuing System in Romblon for the first quarter of 2024.

The Queuing System and MIMAROPA Interactive Kiosk are successfully deployed in the Regional Office and four SWADT Offices while deployment in Romblon province is scheduled in the first quarter of 2024. The unit rolled out minor enhancements for the Queuing System in all operational offices. These updates included the implementation of the Ticket Number Blinking feature on the Display Screen, a categorized Address dropdown, and the introduction of an edit button. This button allows users to correct any

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inaccuracies in their selection of ticket purposes.

- Facility Reservation Module stands at 97% completion and is poised for deployment in conjunction with Portal 2.0. The Facility and Vehicle Reservation System, a component within the DSWD MIMAROPA portal 2.0, is designed to facilitate room and vehicle reservations by allowing users to input necessary details through a web application. It stands at 97% completion and is set for deployment in the initial quarter of 2024.
- Integrated Accounting, Budget, and Cash Information System (IABCIS) has reached 97% completion, and the System Rollout/ First nationwide in the Field Office rollout is scheduled for the first quarter of 2024. Similarly, the IABCIS, a collaborative project of selected DSWD software developers nationwide designed to simplify and harmonize DSWD's financial management processes has also reached a 97% completion status. Unfortunately, the scheduled Pilot deployment for MIMAROPA was canceled. As a result, the inaugural nationwide rollout is scheduled to commence in the Field Office MIMAROPA in the 1st Quarter of 2024.

b. On-going development:

- TE Tracker is currently 75% completed and is presently in the system development stage. Following the inventory and evaluation of existing Digitized, Digitalized, and Digitally Transformed procedures within the office, it was discovered that numerous departments had developed a tool to track travel expense documents. In response to this issue, the team is presently in the process of creating the Travel Expense Monitoring Information System (TEMIS). The main goals of this project are to address challenges, streamline monitoring procedures, and reduce the processing time for employee claims. Integrating automation aims to improve overall efficiency, minimize errors, and offer real-time insights into the status of Travel Expense Vouchers (TEVs). Presently, the system has reached a 75% completion stage.

During the fourth quarter, the Business Solutions and Services Development Unit established a local GitLab instance to manage systems under its supervision. This repository functions as an observation platform for monitoring active systems. It also includes an issue board dedicated to documenting system improvements and recommendations. Prioritized items from this board are integrated as enhancements into the systems.

In addition, for Portal usage, the database was groomed and restructured. This thorough process ensures the database's integrity and efficiency, aligning it with the rigorous standards set for our system. If there are specific requests for additional modules or pages, these can be accommodated, and announcements regarding such additions will be made accordingly.

The team also engaged in diverse workshops geared towards augmenting both their skills and the organizational advantages. One noteworthy workshop focused on the "Software Engineering Framework," with the main goal of instilling best practices in the development of information systems. The training also aimed to define three pivotal roles within the Regional Information and Communications Technology Management Section (RICTMS): Product Owner/Scrum Master, Quality Assurance (QA), and DevSecOps Engineer.

- **Purposive data management for information sharing. Out of target 100%, 100% or 16 out of**

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16 Local Database managed and maintained. All local databases are managed and maintained and are all readily accessible

On the SWADT Offices, the current bandwidth allocations cannot complement the user's demand resulting in a too-slow and intermittent internet connection. Our office proposed an additional ISP for new and existing offices without internet connectivity and to upgrade the existing internet plan of existing offices with the said issue. We are also strictly reminding and recommending to use the internet services specifically for work-related functions only to reduce traffic and to utilize our resources wisely.

Throughout the quarter, the diligent maintenance and accessibility of all local databases have been ensured. Moreover, regular backups are being secured to safeguard against unexpected events such as hardware failures, cyberattacks, human errors, or natural disasters, allowing for data recovery and minimal downtime.

As part of the introduction of the new email subscription for CY 2023, ICTMS is implementing significant enhancements to streamline the allocation and distribution of DSWD (dswd.gov.ph) email accounts, aligning with the Department's commitment to quality management principles.

The MIMAROPA Region received approval for 1,006 user accounts, with nearly 100% of these accounts currently active. Out of these, 8 accounts, comprising 0.8% of the total, are temporarily suspended due to staff inactivity or separation from the department. Unexpectedly high staff recruitment in certain programs has led to a collective request for the creation of enterprise email addresses. Presently, 86 requests for new email account creation have been submitted to the Central Office.

Throughout the year, the office made 321 requests for the setup of new email addresses for newly recruited personnel and distributed 328 newly created accounts to staff. Approximately 12% or 121 staff also requested the resetting of the password of their emails. The deactivation of 69 accounts was also requested to the email address administrator.

To optimize the use of limited licenses for enterprise email accounts, the Central Office Google Administrator will exclusively approve individual account creations. In contrast, requests for office email accounts will be managed through Google Groups.

- **Uptime of DSWD Enterprise Network (Infrastructure Management).** Out of target 95%, 98% uptime of Local Servers and Storage (103.16%, or additional 3.00% uptime). Downtimes are only experienced during power interruptions. Uptimes included in this indicator include the local data center /interim data center, and Heating, ventilation, and Air Conditioning (HVAC).

Under the Enterprise Network Management, the standing quotation for the expansion and improvement of existing wireless network is still pending due to the unresponsiveness of the service provider. However, the team utilized all possible means of communication just to follow up and hear from the service provider but still got no response. Procurement of generic access points was also unsuccessful due to failed bidding. The team adjusted the specifications of the access points based on the availability in the market as well as the price and looked for possible suppliers and requested quotations.

The local servers and storage consistently maintain an uptime of 99%, along with the reliable operation of the Heating, Ventilation, and Air Conditioning (HVAC) system in the data center/server room. Enhancing the data center and its cooling system is crucial for sustaining server uptime. Downtimes are only

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encountered during unforeseen power interruptions.

After the successful workshop on developing the DSWD Field Offices Network Infrastructure Design, to establish an industry-standard network design for each DSWD Field Office, a sequence of consultation meetings was carried out to discuss the Terms of Reference and Bill of Materials for the proposed network design. The project is anticipated to be executed at the beginning of 2024.

In light of our nation's vulnerability to natural disasters, the Central Office conducted a workshop focused on formulating a strong Disaster Recovery and Business Continuity Plan specifically tailored for ICT Operations. The workshop lays a solid foundation for a resilient DSWD, equipping us to handle various ICT risks, from cyber threats to natural disasters and other technical challenges.

- **Digital identity and transactions secured.** Out of the **target 904 devices, 912 devices secured (101.00%, or additional 8 devices)**. From this number, 884 devices (97.78%, or deviation 20 devices), including 799 active endpoints and 85 with issue/ not compatible, are installed with Cortex XDR - secondary security tool to investigate on the incident happened last July 2023. Continuous installation to existing units

Aligned with our objective to safeguard the department's crucial data and infrastructure against data loss, corruption, and leakage at both user and data center levels, we have effectively deployed 912 licenses, which exceeds the allotted amount by 101%, to the Field Office. The RICTMS is actively identifying additional units lacking antivirus installations as part of the ongoing ICT equipment inventory efforts.

However, following a cybersecurity incident within the department on January and July 21, 2023, the Regional Information and Communications Technology Management Section, in collaboration with ICTMS, initiated a large-scale deployment of the Extended Detection and Response (XDR) agent. This proactive measure aims to fortify our organization's cybersecurity stance. The XDR agent deployment is aligned with the evolving landscape of endpoint security, ensuring efficient detection, response, and mitigation of advanced cybersecurity threats. Additionally, this deployment enhances visibility and empowers us to respond effectively to such threats.

Currently, our office has identified 890 endpoints, covering 98.45% of the total 904 targets. Among these, 805 active computers (90.44%) have been successfully equipped with the XDR agent. However, 85 or 9.62% of the located units face issues such as incompatibility with the agent, uninstallation due to performance concerns, or defective hardware. Efforts are ongoing to locate the remaining 1.55% of units to ensure that all devices are fortified with the necessary security software.

To bolster staff awareness and minimize cybersecurity-related issues, we disseminated fourteen (14) infographics via email blast focusing on how to minimize and avoid cyberattacks.

- **Responsive ICT support services:** Out of **target 100%, 2,235 ICT Technical Assistance requests for both software and hardware services covering the Regional Office, (no deviation)**. All technical assistance requests lodged on the ICT Ticketing System were addressed based on SLA within 24 hours. Tickets submitted in the system are allocated to technicians according to their respective areas of expertise.

In 2023, the team addressed a total of 2,235 ICT Technical Assistance requests encompassing software and hardware services for the Regional Office, Provinces, and Municipalities across the MIMAROPA

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region. All requests were resolved within the agreed Service Level Agreement (SLA) period. Since its deployment in 2021, our Ticketing System (ictsupport.dswd.gov.ph) has remained stable. Every ICT Technical Request, totaling 100% of the requests, was meticulously logged, monitored, and resolved. This practice aligns with the ongoing adoption of the Department's Standard Operating Procedure (SOP) for providing support in all ICT-related matters.

The majority of the recorded tickets fall in the hardware category. Amongst the 54% encountered hardware problems are printer repair, printer connection, and client laptop/desktop repair. Network, software, and email/active directory account-related tickets also topped the requests on the system for the whole year.

Despite the issuance of advisories and reminders to the clients being served, the response rate remains at approximately 41%, equivalent to nine hundred eighteen (918) of the total tickets.

- **Learning and Development Interventions on ICT Service Management.** Out of the **target 4 LDIs, 19 LDIs were conducted (475.00%, additional 15 LDIs conducted)**. Carried out additional LDIs by collaborating with various departments to enhance the skills and productivity of both staff and stakeholders. There were 558 trained individuals include 166 males, and 392 females.

Aligned with the implementation of the Queuing System and MIMAROPA Kiosk across the Field Office, we conducted effective training sessions for 188 provincial and regional staff members, comprising 66 males and 122 females, responsible for system management.

Furthermore, the RICTMS, in conjunction with the Learning Development Section of HRMDD and the Sustainable Livelihood Program, organized and delivered Microsoft Excel Skills Enhancement Sessions throughout the year. Collaborating with LDS, we provided training for 85 Regional staff members, including 32 males and 53 females. Additionally, in collaboration with the SLP, the MS Excel training was expanded to include Google Workspace productivity tools and a comprehensive training session was completed by 59 Regional and Provincial Project Development Officers. The primary objective of these sessions was to advance the participants' proficiency in Microsoft Excel, and Google Workspace and empower them in effective data analysis using this tool.

The RCRMET organized skill-enhancement programs aimed at improving the data management expertise of specific LGU personnel. A group of 17 individuals received training on maintaining proper data structures in spreadsheets, led by the RICTMS head. Additionally, during the Regional Talakayan session, 16 regional staff members underwent training on utilizing Google Sites.

As initiated by the Provincial Social Welfare and Development Office of Occidental Mindoro, the RICTMS headed by Mr. Angelito Montalbo conducted a refresher course on managing and encoding in the ECCDIS. The activity was joined by 38 representatives and encoders from MSWDOs across the province.

- **ICT systems, facilities, and infrastructure put in place.** **100.00% or 118 new computer devices were configured according to office standards.** Specifically, these are 78 Laptops and 40 Desktops. On-going deployment of computers to users.

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For the whole year, the office has received and acquired a total of one hundred ninety-five (195) new computing devices. One hundred fifty-five (155) of which are laptops while forty (40) are desktop computers. All these devices have been allotted to the Crisis Intervention Section and Pantawid Pamilyang Pilipino Program staff, aligning with discussions held during the Regional Budget Talakayan session and ISSP preparation as advised by the management.

Starting from 2020, our office has obtained 704 new computing devices. The Central Office contributed most of these devices under the ICT Refresh Program, while the Regional Office acquired some through direct purchase.

B. Financial Targets and Accomplishments

As of 31 December 2023, the RICTMS has two (2) funding sources - current fund and continuing fund. The details of these funds are shown in Table 65.

Table 65. Summary of Financial Performance of the RICTMS.

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate (%)	
				Obligations (C/B)	Disbursement (D/B)
Current Fund	13,902,660.00	13,353,558.77	10,553,050.17	96.05%	75.91%
Continuing Fund	5,644,649.91	5,631,118.59	5,631,118.59	99.76%	99.76%
TOTAL	19,547,309.91	18,984,677.36	16,184,168.76	97.12%	82.79%

As of 31 December 2023, the Regional Information and Communication Technology Management Section (RICTMS) was able to obligate **Php 18,984,677.36** or **97.12%** of the **19,547,309.91** total allocated fund and disburse **Php 16,184,168.76 (82.79%)**. For the current fund, the TARA program has been allocated a total amount of **Php 13,902,660.00**, and obligated **Php 13,353,558.77 (96.05%)**, and disbursed **Php 10,553,050.17 (75.91%)**. While for the continuing fund, the program has a total allocation of **Php 5,644,649.91**, of which **Php 5,631,118.59 (99.76%)** was obligated and **Php 5,631,118.59** or **99.76%** was disbursed.

By the end of 4th quarter of 2023, some of the Centrally Management Fund / Indicators still need to be utilized or have no movement of obligation. At the same time, the following reasons for the remaining balance of 562,632.55 are as follows:

- Current Fund Balance: 549,101.23
 - Intended for 2024 Internet Subscription Expenses from January to May for our upcoming project proposal of New Internet Service Provider (ISP) in Regional Office, SWADT Office, SWADT Extension Office, POO and MYC
- Continuing Fund Balance: 13,531.32
 - Remaining from previous Purchase Request of Interactive Kiosk

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C. Issues and Challenges

The RICTMS also faced issues in each of the specific HPMS performance indicators, especially those related to conduct of capacity training on the developed systems, low utilization of CRIMS Online, and securing of digital identities. Table 65 shows the actions taken and recommendations done by the Section to respond.

Table 66. RICTMS - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
<p>Political: Change in management / Change in goal and objectives of the ICTMS, particularly on the structure and staffing requirements.</p> <p>Economic: High Funding Requirements for the Capital Outlay</p>	<p>Currently integrating the necessary security and controls into a feasible plan to lessen future operation downtime. We were able to conceptualized a new Network Design to support the directive of the Office of the Chief Information Officer/ ICTMS.</p>	<p>For the CO-ICTMS and FO-RICTMS to fully implement the ongoing overall restructure plan for the Network design of the whole Field office including satellite offices that will improve and modernize Network Infrastructure from the Central Office down to Provincial/Satellite offices.</p>

D. Good Practices and Innovative Strategies

The RICTMS promoted adaptive strategies by establishing unit and provincial dashboards and Google Site, alongside delivering capacity-building activities and encouraging feedback from clients served. Table 67 shows the good practices/ innovations/ strategies of the section during the year 2023.

Table 67. Good Practices and Innovative Strategies of the RICTMS.

Area	Description (Good Practices/Strategies)
Unit and Provincial Dashboards	Interactive dashboard that shows the summary report of the Unit. Real-time report. Displays the data of the provincial accomplishments for easy monitoring and reporting of summary.
Section's Accomplishment Google Site	Centralized medium for viewing the section's accomplishment per Unit and Province. Currently, the site only hosts the dashboards of Infrastructure and Security Management, Service Support and Network Management, and some dashboards of Marinduque. The team also plans to embed the Dashboards of all Units and Provincial CMTs on the site. Real-time and centralized viewing of accomplishments.
Collaborative Learning	The collaboration aims to reach and equip the identified staff with the right knowledge specifically on how to use Google Workspace Application and Microsoft Office

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Area	Description (Good Practices/Strategies)
Development Interventions with Different Sections	Applications to better perform their duties and deliverables. Improved staff productivity and work deliverables.
Brief feedback Form	<p>A Google Form that will capture the recently conducted/attended activity of RICTMS Staff.</p> <p>Quickly generate a report of activities conducted by RICTMS Staff. Lessen the likelihood of not recording an activity.</p>

E. Assessment/ Conclusion/ Ways Forward for the RICTMS

The RICTMS has fully achieved all eight (8) HPMES indicators, as part of the digitalization initiatives of the Field Office. Despite some issues and challenges, the RICTMS should continue to implement risk management practices to ensure

Ways Forward for 2024:

- *Continuous crafting of ICT Awareness Ads to provide awareness to employees on ICT-related topics (2024)*
 - The RICTMS will continuously craft awareness Ads based on emerging technologies. This measure increases awareness of staff regarding ICT, usable tools that will contribute to their work, and tips that will decrease the exposure of staff to cyber attacks.
- Complete Implementation of Queuing System in all DSWD MIMAROPA Offices (SWADT Romblon) (1st Quarter 2024)
 - The RICTMS will capacitate the AICS staff as well as CMT in managing the Queuing system that will deploy in the province of Romblon.
 - The system will automate the queue process and will improve customer service.
- Deployment of Facility and Vehicle Reservation Information System together with MIMAROPA Portal 2.0. (1st Quarter of 2024)
 - The RICTMS will conduct user training before the deployment of the system.
 - The system will automate and simplify the process of booking and managing reservations of vehicles and conference rooms.
- Deployment of Integrated Accounting, Budget, and Cash Information System (IABCIS) (1st Quarter of 2024)
 - The RICTMS in coordination with CO developers and the Finance team will conduct user training in accordance with the rollout of the system
 - The system will simplify, integrate, and harmonize the entire DSWD Financial Management processes.
- Reconciliation of inventory of active computers with the Property and Supply Section (1st Quarter 2024).
 - The team will devise a tool that will help in completing the inventory of active computers.
 - The tool will also help locate all active computers for inventory purposes. This will also help locate 2.22% of units without Cortex XDR installed.

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III. Information Capital Roadmap

● National Household Targeting Section - Poverty Reduction (NHTS-PR)

The National Household Targeting System for Poverty Reduction (NHTS-PR) now known as Listahanan, is an information management system that employs geographic targeting, household assessment, and validation in order to provide national government agencies, development partners, and other social protection actors with information on who and where the poor are in the Philippines.

The result from the Listahanan Household Assessment or the list of identified poor is used as the basis for beneficiary selection of various national government programs and services as mandated in Executive Order 867 s. 2010. The process of identifying poor households has four phases: preparatory, data collection and analysis, validation and finalization, and report generation.

The 4th Quarter focuses on the continued implementation of the Listahanan 4th phase of the project cycle- Report Generation, which involves the Data-Sharing activities and orientations of the new Listahanan database or the L3 Database through Roadshow and Symposium. Preliminary activities for the conduct of the 2nd Pantawid Pilipino Program special revalidation, and participation in the 34th National Statistics Month celebration were also conducted by the project team.

For the year 2023, the Listahanan focused on the distribution of information on the Regional Database, encouraging the utilization of the Listahanan results for social welfare and development initiatives.

a. Physical Targets and Accomplishments

As of 31 December 2023, the NHTS-PR has fully achieved three (3) HPMS indicators, specifically:

- **Intermediaries utilizing Listahanan results for social welfare and development initiatives.**
 - **Requests for statistical data granted.** Out of the target 12 requests, 35 statistical data requests were granted (291.67%, or additional 23 requests)
 - **Request for name-matching was granted.** Out of the target 12 requests, 110 name-matching requests were granted (916.67%, or additional 98 requests)
- **Results of the Listahanan 3 (L3) assessment launched.** Out of the target 4 LGUs, 4 Provincial LGUs shared with the L3 results (100.00%, no deviation).
 - Marinduque - May 26, 2023
 - Occidental Mindoro - May 12, 2023
 - Oriental Mindoro - April 21, 2023
 - Romblon - May 18, 2023
- **Stakeholder Orientation on Data Sharing conducted.** Out of target 1 orientation, conducted 5 orientations (500%, or additional 4 orientations conducted).
 - Target LGU is Marinduque, but the Section is also able to share the Listahanan 3 results and Data Sharing orientation during the LSDWO Consultation Dialogue and Forum in the other 4 provinces of MIMAROPA and also during the 2nd Social Development Committee Meeting of the region.
 - Listahanan 3 results and Data Sharing orientation were conducted in three (3) municipalities of Palawan namely Taytay, Araceli & Narra. One (1) orientation in the 1st District of Palawan.

In addition, three (3) HPMS indicators are partially achieved:

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- **Households were assessed to determine poverty status.** Out of the target 80,941 households/HAFs, 79,885 HAFs were assessed (98.70%, or deviation of 1,056 HAFs). Identified reasons are the following: cannot be located, no qualified respondent, refusal to be interviewed, and transfer of residence.

For the special validation conducted by 4th Quarter (November to December 2023), out of the target 13,684 households, 2,941 were assessed (21.49%, or deviation of 10,743 households). Ongoing data collection (enumeration) is still being conducted.

- **Partners with MOA on Listahanan.** Out of the target eight (8) MOAs with LGU, six (6) MOAs secured (75.00%). Specifically, 1 PLGU, 4 MLGUs, and 1 CSO. As of the end of the year, there are five (5) MOAs for turnover: San Fernando Romblon, Linapacan Palawan, Marinduque Province, Abra de Ilog, and Araceli Palawan. To achieve these targets, social marketing is also done to enhance reach and information dissemination (as of 30 June 2023):
 - *Social Marketing: Target is 12 per media type (3 media types), per quarter, as shown below, respectively (from 1st to 3rd Quarter):*
 - *Listahanan News Article: 5, 6, and 7 (Average: 50.00%, or 6 news articles per quarter)*
 - *Social Media Posting: 16, 4, and 7 (Average: 75.00%, or 9 social media posts per quarter)*
 - *Media Capture: 13, 15, and 7 (Average: 97.22%, or 11.67 media capture per quarter).*
- **Regional profile of the poor developed.** No accomplishment yet. The updated database 22 September 2023 was emailed to RITO on October 24, 2023. Ongoing generation of needed data for interpretation and packaging. The status progress of the final report is at 20.00%.

Lastly, the achievement of these three (3) HPMES indicators is deferred for the the whole year since there are no ongoing regular Listahanan validation activities:

- **No. of barangays with functional Barangay Verification Team (BVT)**
- **No. of cities/municipalities with functional Local Verification Committee (LVC)**
- **Percentage of grievances received during validation phase resolved.**

b. Financial Targets and Accomplishments

As of 31 December 2023, the NHTS has two (2) funding sources - current fund and continuing fund. The details of these funds are shown in Table 68.

Table 68. Summary of Financial Performance of the NHTS

Sources of Fund (A)	Allocated Budget (B)	Obligations (C)	Disbursement (D)	Utilization Rate (%)	
				Obligations (C/B)	Disbursement (D/B)
CURRENT FUND (DR)	5,937,000.00	4,408,456.55	4,276,061.82	74.25%	72.02%

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CURRENT FUND (CMF)	620,000.00	549,174.80	353,553.80	88.58%	57.03%
TOTAL CURRENT FUND	6,557,000.00	4,957,631.35	4,825,236.62	75.61%	73.59%
CONTINUING FUND (DR)	110,747.52	110,747.52	110,747.52	100.00%	100.00%
CONTINUING FUND (CMF)	409,133.73	409,133.73	409,133.73	100.00%	100.00%
TOTAL CONTINUING FUND	519,881.25	519,881.25	519,881.25	100.00%	100.00%
TOTAL	7,076,881.25	5,477,512.60	5,345,117.87	77.40%	75.53%

As of 31 December 2023, the National Household Targeting System for Poverty Reduction (NHTS-PR) was able to obligate **Php 5,477,512.60** or **77.40%** of the **Php 7,076,881.25** total allocated fund and disburse **Php 5,345,117.87** (**75.53%**). For the current fund, the NHTS-PR has been allocated a total amount of **Php 6,557,000.00**, and obligated **Php 4,957,631.35** (**75.61%**), and disbursed **Php 4,825,236.62** (**73.59%**). While for the continuing fund, the program has a total allocation of **Php 519,881.25**, of which **100.00% was fully utilized**.

A large amount of unutilized funds is for printing and publication of the 2nd edition Profile of the Poor, and representation expenses which are to be utilized on the remaining activities of the section.

c. Issues and Challenges

The NHTS also faced issues, especially in the verification of the HAF form in relation to the efforts of Pantawid RPMO - containing errors and lacking information for the target households. Table 69 shows the actions taken and recommendations done by the Section to respond.

Table 69.. NHTS - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
Pantawid RPMO Encoding	Verification and resolution of errors in HAFs which caused a delay in the encoding process	HAFs were returned to Pantawid RPMO to facilitate the resolution of HAFs with errors and lacking information

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Issues and Challenges	Actions Taken	Recommendations
A limited number of authorized hired field staff for 4Ps revalidation	Requested to hire an additional number of field staff for 4Ps special validation to CO	Augmentation of Pantawid C/M/Ls
<p>Strategy/ Structure: Postponement of L3 launch by the Secretary vis-a-vis unutilized funds.(Delayed release and implementation of L3 data-sharing for SPP stakeholders, delayed social welfare interventions)</p> <p>Systems/ Technological: LISTAHANAN Database Integrity and Security</p> <p>Political: Changing political climate and instability of SPP and Social welfare interventions to Poor HHs</p> <p>Intervening activities such as series of validation activities (TCT, Tanggapan 2022, and Pantawid Pamilya continuous).</p>	<p>Continuous coordination with the CO-NHTO regarding the L3 national/regional database launch campaign and was instructed to continue regional launch after secretary's approval.</p> <p>Continuous preparation and. the development of profile of the poor and its procurement process.</p>	<p>For the CO-NHTO and FO-NHTS continue advocacy on the utilization of LISTAHANAN results, especially for DSWD programs and initiatives and to serve as guidance in reaching targets of their PPAs.</p> <p>Continuous activities on the data-sharing orientation of L3 guidelines and DPA of 2012 or RA 10173 for other provinces and DSWD SWD stakeholders.</p>
<p>Legal: Continuity of EO 867 (NHTS-PR as mechanism for identifying poor households)</p> <p>Conflicting IRR related to targeting delivery mechanisms in identifying the poor for SWD program recipients.</p> <p>Limited to no Data Privacy Officers (DPO) available for stakeholders requesting data, as requirement in compliance to the Data Privacy Act.</p>	<p>Continuous coordination with the CO-NHTO regarding the L3 national/regional database launch campaign and was instructed to continue regional launch after secretary's approval.</p> <p>Continuous preparation and. the development of the profile of the poor and its procurement process.</p>	<p>For the CO-NHTO and FO-NHTS to conduct a policy review of the program, including the write-up/ package of the lessons learned of L1, L2 and L3 (validation issues for 4Ps).</p>

d. Good Practices and Innovations

The NHTS has also recorded some good practices and innovative strategies focused on Data management. Table 70 shows the detailed description and results of these practices conducted during the year 2023.

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Table 70. Good Practices and Innovative Strategies of the NHTS.

AREA	Description (Good Practices/Strategies)
Digitalization and Data management	Utilization of NHTS Google site for MOA on Data-sharing templates and SOP Digitalization of Data Sharing SOPs and Forms, and integration of digitized SOPs and Forms to Google site and NHTU Data Center Archive shareable to partner stakeholders.

e. Assessment/ Conclusion/ Ways Forward for the NHTS-PR

Out of its nine (9) HPMES indicators, three (3) were fully achieved, while three (3) are partially achieved. Meanwhile, three (3) indicators were deferred for the year, since there are no ongoing regular Listahanan validation activities. The Listahanan has exhibited commendable dedication and activity throughout the 4th quarter and this year 2023 as a whole, actively engaging in routine initiatives such as roadshows, anti-poverty symposiums, and participation in the National Statistics Month to promote the Listahanan 3 results. This proactive approach is indicative of a commitment to public outreach and dissemination of valuable statistical information.

However, the section has faced notable challenges, particularly in the implementation of the 4Ps revalidation during the last quarter. This task coupled with the insufficient number of staff authorized to hire compared to the actual coverage of the enumeration. Despite these challenges, the section's resilience and problem-solving orientation stand out as it strives to develop solutions and ensure meeting the timelines. From 2023 implementation, the NHTS-PR can learn utilize previous strategies conducted to achieve the set indicators for the upcoming year.

- Listahanan 3 Results Launching

The Listahanan 3 Provincial Launch with the theme, *Bawat Bahay Magkakasama sa Kaunlaran* unveiled the Regional Profile of the Poor in MIMAROPA highlighted the statistical profile in Mindoro, Romblon, and Marinduque provinces. The series of launching activities were joined by representatives from the Local Government Units (LGU), National Government Agencies (NGA), civil society organization (CSO) academe, media, and DSWD MIMAROPA officials and staff both from regional and SWADT offices. Generally, the total and actual number of participants per province exceeded the total targets or equivalent to 142% attendance.

- Social Marketing Strategies

The crafting of Information, Education, and Communication (IEC) materials stands as a significant cornerstone within the Listahanan communication strategy. These curated resources serve as conduits for effectively delivering information to the intended audience with utmost clarity and conciseness and these materials hold the power to educate, enlighten, and trigger transformative shifts in behavior, especially aimed at the social protection implementers within the MIMAROPA region. Through the artful fusion of knowledge and communication, Listahanan IEC materials facilitate an environment conducive to informed decision-making and meaningful change.

- **Press releases and news articles.** Listahanan has sustained its presence and active engagement with our local media partners. This ongoing collaboration is exemplified by the issuance of three (3) press releases and social media engagements. Our robust network spans diverse platforms including online, radio, and television, encompassing all five MIMAROPA island provinces.

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- The effectiveness of this engagement is underlined by the remarkable tally of seven (7) articles and stories featured across these mediums, all of which have been generously shared without any cost. It's noteworthy that these stories maintain a balanced and optimistic tone, reflecting the neutrality and positivity that underscores Listahanan's objectives. This resounding success underscores the power of strategic media partnerships in amplifying our reach and impact.
- **Digital Quote Cards.** The development and production of digital quote cards and posters is one of the low-cost yet most effective mediums to promote Listahanan data-sharing agreements which highlighted the support from our social protection stakeholders and partners.
- **Radio Plugs and Public Service Announcements.** Recognizing the extensive reach and influence of traditional media, particularly radio broadcasts, Listahanan has proactively designed radio plugs and public service announcements. These powerful audio materials are strategically crafted to inspire local government units regionwide to engage in data-sharing agreements with the Department. Currently, these engaging messages are being broadcasted through Radyo Pinas Lucena, featured on the program "MIMAROPA Layag" hosted by Ms. Leonie Algire, as well as on the radio program of LGU San Jose, Occidental Mindoro, as part of "Bayang Angat sa Pamahalaang Tapat". Importantly, this dissemination is provided as a valuable contribution without incurring any charges, further highlighting Listahanan's commitment to fostering widespread awareness and collaboration.
- **Staff Development on Data Management and Grievance Handling**
- **Participation in the 34th National Statistics Month Celebration**
 - Ranked 7th among the 17 national finalists from different regions
- **Pantawid Pilipino Program Special Validation**

Manpower pooling for field staff; enumerators, area supervisors, encoders, verifiers, encoding supervisor, and administrative assistant who will conduct the enumeration was conducted from October 23 to November 15, 2023. Also, two clusters of field staff orientation were conducted on November 21-24, 2023 for the MIMARO Cluster and on November 27-30, 2023 for the Palawan Cluster. Risk planning was also conducted as part of the orientation, to perceive any upcoming issues with the validation.

Ways Forward/ Plans for 2024:

- Encoding Activities for 4Ps revalidation (January to February 2024)
- MOA on Data-sharing turnover (1st Quarter 2024)
- 2nd edition of Listahanan 3 Profile of the Poor publication (1st Quarter 2024)

III. Information Capital Roadmap

- **Office of the Regional Director (ORD) Units** (Social Technology Unit, Social Marketing Unit, and Internal Audit Unit)

As providing support functions to the Office of the Regional Director (ORD), four (4) units are supervised by the ORD, namely: Technical Assistance and Resource Augmentation (TARA), Social Technology Unit (STU), Social Marketing Unit (SMU), and Internal Audit Unit (IAU). For this section of the report, only the latter three (3) will be discussed, since TARA is already discussed in the first part of this report.

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III. Information Capital Roadmap

• Social Technology Unit

The Social Technology Bureau (STB), as the program development arm of DSWD, continues to develop, enhance and promote SWD programs and services geared toward addressing the current and emerging needs of different sectors in the society as guided by the Administrative Order No. 14 series of 2018 or the Omnibus Guidelines on Social Technology Development.

Likewise, the Field Office counterparts (Social Technology Units/STUs) shall be guided by the A.O. No. 14 series of 2018 in the development/enhancement, implementation, promotion, and institutionalization/replication of social technologies which aim to address issues and gaps, thereby reducing the risks and vulnerabilities of different sectors in the region.

For CY 2023, there are sixteen (16) priority STs for promotion identified by STB as presented below, three (3) of which are newly introduced to the Field Offices (FOs). Moreover, one of the priority directives by the Regional Director for this year is the development of FO-initiated or localized social technology for MIMAROPA region.

For the period of 01 January to 31 December 2023, four (4) intermediaries have officially institutionalized a social technology while fifty-eight (58) intermediaries were oriented on completed models of intervention. One (1) FO-initiated social technology is currently being designed by STU.

A. Physical Targets and Accomplishments

As of 31 December 2023, the STU has fully achieved three (3) HPMES output indicators:

- **Intermediaries institutionalizing completed social technologies.** Out of the **target 4 intermediaries, 4 completed (100.00%, or no deviation)**. These target LGUs have institutionalized social technologies in their locality through a Memorandum of Agreement with DSWD FO MIMAROPA (3 P/LGUs) and inclusion in the Annual Investment Plan (1 LGU), which includes the following:
 - Abra de Ilog, Occidental Mindoro
 - San Jose, Occidental Mindoro
 - Province of Palawan
 - El Nido, Palawan

Meanwhile, through orientations and consultation meetings, the Social Technology Unit continuously promotes the replication of STs that would address the identified needs and complement the existing programs of the LGU. While the target has been achieved, the unit is still coordinating with other LGUs regarding the status of ST replication based on their submitted EOI and SB Resolution. As of end of 2023, these are the LGUs with specific status of implementation:

- With Sangguniang Bayan (SB) Resolution (4 LGUs)
 - Rizal, Occidental Mindoro
 - Abra de Ilog, Occidental Mindoro
 - San Jose, Occidental Mindoro
 - Province of Palawan
- With Expression of Interest (EOI) - (3 LGUs)
 - El Nido, Palawan
 - San Jose, Occidental Mindoro

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- Province of Occidental Mindoro

- **Intermediaries oriented on completed models of intervention.** Out of the **target 42 intermediaries, 58 were oriented (138.10%, or an additional 16 intermediaries)**. These social technologies and models of interventions were geared towards addressing current problems and vulnerabilities confronted by the different sectors in the locality.

Social marketing activities were conducted to encourage intermediaries to request orientation and technical assistance from the Field Office. The first batch of orientation was conducted last 24 March 2023 in collaboration with resource persons from STB. For project replication, the LGUs were enjoined to coordinate with STU for references and in-depth orientation, as necessary, prior to lobbying or presentation to respective Sangguniang Bayan and Local Chief Executives. LGUs with existing plans to implement were also encouraged to collaborate for technical assistance and capacity building. The second and third batch of orientations were conducted last 16 June and 20 September 2023.

Table 71. List of LGUs engaged by the Social Technology Unit.

Marinduque	Occidental Mindoro	Oriental Mindoro	Palawan	Romblon
1. Province 2. Boac 3. Buenavista 4. Sta. Cruz 5. Torrijos	6. Province 7. Abra de Ilog 8. Calintaan 9. Lubang 10. Magsaysay 11. Mamburao 12. Rizal 13. Sablayan 14. San Jose	15. Province 16. Baco 17. Bongabong 18. Bulalacao 19. Calapan City 20. Gloria 21. Mansalay 22. Naujan 23. Pola 24. Puerto Galera 25. Roxas 26. San Teodoro	27. Province 28. Aborlan 29. Agutaya 30. Araceli 31. Balabac 32. Brooke's Point 33. Cagayancillo 34. Cuyo 35. Culion 36. Dumarán 37. El Nido 38. Linapacan 39. Narra 40. Puerto Princesa City 41. Quezon 42. Rizal 43. Roxas 44. San Vicente 45. Sofronio Española 46. Taytay	47. Province 48. Alcantara 49. Banton 50. Cajidiocan 51. Corcuera 52. Ferrol 53. Romblon 54. San Agustin 55. San Andres 56. San Jose 57. Santa Fe 58. Santa Maria

- **Frontline and non-frontline service requests acted upon within the Citizen's Charter timelines.** Out of the **100% target, 5 out of 5 requests acted upon (100%, no deviation)**. These service requests include the following:
 - Orientation on SHIELD Program and validation of identified child laborers in Occidental Mindoro;
 - Roll-out training for the Multi-Disciplinary Team (MDT) on Yakap Bayan Program in Looc, Occidental Mindoro;
 - Orientation on Yakap Bayan Program for LGUs in Palawan;

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- Training on Home Care Support Services for Senior Citizens (HCSSSC)
- Roll-Out Training on Yakap Bayan Program for LGU Service Providers of Palawan

The orientation and validation on SHIELD was done last 28 February-3 March 2023 in partnership with the Protective Services Division and Program Management Bureau. The roll-out training was successfully conducted last 12-14 April 2023 and was funded by the LGU, while the resource persons and training modules/materials were provided by STU. Virtual orientation on YBP was conducted last 13 July 2023 for the second batch of LGUs that are interested in implementing the program. In the last quarter, STU provided technical assistance for the Training on Home Care Support Services for Senior Citizens last 13-16 November 2023 and in the Roll-Out Training on Yakap Bayan program for another set of replicating LGUs last 28 November - 1 December 2023.

On the other hand, these two (2) HPMES outputs indicators are partially achieved:

- **FO-initiated social technology concept/design formulated.** Out of 1 target during the period, 1 concept formulated (0%, deviation of 1 concept/ design).

The Social Technology Unit also conceptualized the “Bayong ng Katutubong Mamamayan” (tentative project name), an FO-initiated project for IP communities in MIMAROPA. The project aims to empower the Indigenous Peoples and ensure the protection and promotion of their rights and well-being through culture-sensitive developmental activities. The target areas for the pilot-testing are: Abra de Ilog, Occidental Mindoro and Roxas, Oriental Mindoro. The areas were identified in coordination with the Regional Program Management Offices (RPMO) of Sustainable Livelihood Program (SLP) and Pantawid Pamilyang Pilipino Program (4Ps).

STU has drafted a project design based on the approved concept by the Regional Director and is currently for inputs/comments of other ODSUs. Coordination with internal and external project implementers and stakeholders is also ongoing. Through the Regional Composite Research and Monitoring and Evaluation Team (RCRMET), the draft project design was presented during the 3rd quarter meeting last 21 September 2023 and Regional Integrated Performance Evaluation Workshop (IPREW) last 17-20 October 2023. Inputs from the RCRMET members and ODSUs were noted for the enhancement of project design.

- **FO-initiated social technology pilot tested.** Out of 1 target this year, no accomplishment yet. Pilot testing is scheduled for next year upon approval of project design and guidelines for implementation.

B. Financial Targets and Accomplishments

As of 31 December 2023, the Social Technology Unit has one (1) funding source - Centrally Managed Funds. The details of these funds are shown in Table 72.

Table 72. Summary of Financial Performance of the Social Technology Unit.

				Utilization Rate (%)	
Sources of Fund	Allocated Budget	Obligations (C)	Disbursement (D)	Obligations (C/B)	Disbursement (D/B)

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(A)	(B)				
Centrally Managed Fund	1,027,403.00	1,019,414.92	954,131.60	99.22%	92.87%
TOTAL	1,027,403.00	1,019,414.92	954,131.60	99.22%	92.87%

As of 31 December 2023, the Social Technology Unit (STU) was able to obligate its centrally managed funds of **Php 1,019,414.92** or **99.22%** of the **Php 1,027,403.00** total allocated fund and disburse **Php 954,131.60 (92.87%)**..

C. Issues and Challenges

The STU also faced issues and challenges especially those related to limited funding and policy guidance, absorptive capacity of local government units (LGUs), and social integration with the target communities of indigenous peoples (IPs). Table 74 shows the actions taken and recommendations done by the Section to respond.

Table 73. Social Technology Unit - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
<p>Strategy: Limited fund for capacity building and resource augmentation to LGUs replicating social technologies (STs)</p>	Cost-sharing with CBSS, TARA and CIS in providing capacity building, technical assistance and resource augmentation to LGUs	For the FO-STU to maintain high fund utilization rate
<p>Structure/Staff Limited number of regular positions to ensure high employee retention and continuity of ST institutionalization; Limited number of staff to fully execute the social technology development process/phases.</p>	Provided inputs on the proposed workforce of the Regional Office.	For the Field Office to prioritize the creation of permanent positions in the STU.
<p>Political: Limited absorptive capacity of LGUs to implement due to exhaustive workload at the local level resulting to few EOI submission</p> <p>Economic: Limited fund of LGUs to</p>	Regular conduct of technical assistance/monitoring activities and close coordination with LGUs to facilitate implementation of STs	For the FO-STU and CO-STB to continuously promote inclusion of staff complement in AIP to support implementation; Further strengthen partnership with LGUs and capacitate P/LGU focals including SWADT staff; Apply new strategies in cascading of STs

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Issues and Challenges	Actions Taken	Recommendations
institutionalize social technologies		For the CO-STB and FO-STU to maximize local (public and private) resources to support the program implementation.
Social: Increase in the demand on services and assistance for clients/constituents	Convergence with other ODSUs and stakeholders in addressing needs of clients/constituents.	For the FO-STU consult with LGUs in prioritizing STs to be replicated in their locality; prioritization based on SDCA results.
Skills: Provision of technical assistance on developed STs included as SOP but no capacity building provided to STU staff; Non-inclusion of STUs on the capacity building for certain developed STs	Concern and recommendation was raised by STUs to the Social Technology Bureau.	For the CO-STB to provide 2 slots during capacity building activities (STU focal/permanent staff and technical staff); Employ hybrid set-up if training fund is limited.
Legal: No policy to support institutionalization of some STs in the LGUs.	Lobbying efforts with LGU partners.	For the CO-STB to support advocacy and lobbying efforts between DSWD and DILG; formulate mechanisms on encouraging LGUs to institutionalize.
Technological: Some LGUs are challenged with unstable power and internet connection Lack of/Unorganized monitoring system of LGUs on replicated projects	Face-to-face or hybrid mode in the conduct of activities; Presentations and other reference materials on STs made available to LGUs; Use of monitoring tools to oversee the implementation of social technologies	For the FO-STU to capacitate and encourage intermediaries to maximize the use of technology in the implementation of STs.
Environmental: Weather and geographical challenges causing delay in the delivery of services/ technical assistance	Use of online platforms in the conduct of orientation and TA/monitoring activities	
Strategy: Lack of engagement with target IP communities due to fund limitations	Use of the Listahan 2 results to determine the needs of IP communities; Coordination with IP Focal for existing engagement and needs assessment with target IP groups	For the FO-STU to conduct social preparation activities to target IP communities in Oriental and Occidental Mindoro.

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Issues and Challenges	Actions Taken	Recommendations
<p>Social: Indigenous cultures and practices are being eroded by modernization;</p> <p>IP communities experience discrimination and have high incidence of poverty</p>	<p>Ongoing development of localized ST in collaboration with different ODSUs for the protection and promotion of IP rights and culture.</p>	<p>Further consultation with other ODSUs, concerned LGUs and target IP groups</p>
<p>Technological Challenges in introducing the project to the IP communities through using new technologies.</p>		<p>For the FO-STU and CO-STB to apply culture-sensitive strategies and approaches for project implementation.</p>

D. Good Practices and Innovative Strategies

The STU focused on developing monitoring tools and maximizing digitalization efforts as some of the good practices of the program. Table 74 shows a summary of the good practices and innovative strategies of the STU.

Table 74. Good Practices and Innovative Strategies of Social Technology Unit.

AREA	Description (Good Practices/Strategies)
Digital Transformation	Digitization of documents and forms, and utilization of shared drive for easy tracking of files and efficient monitoring; Digitalization of processes. Ease in tracking all documents, accomplishing forms, updating reports, and consolidating data. Organized database and storage. Efficient workflow and timely service delivery
<p>Creation of monitoring tools</p> <ul style="list-style-type: none"> - LGU Monitoring of ST replication and SM activities - Inventory of Service Transaction - Monitoring of YBP Clients Served 	Creation of monitoring tools to track the accomplishment of targets, the status of ST institutionalization, TAs provided and clients served. This is also to ensure compliance with the ISO Standard Operating Procedures.
Cost-sharing and close coordination with internal and external partners	Convergence with Community-Based Services Section on the implementation of projects and delivery of services (SHIELD and R/CPWUDs); Capacitating and strengthening of partnership with PSWDOs and SWADT Offices in providing technical assistance to LSWDOs; Maximized human and financial resources for effective project implementation, capacity building and monitoring/ technical assistance to LGUs
Conceptualization of FO-initiated/	Crafting of the concept paper and project design on the

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AREA	Description (Good Practices/Strategies)
localized social technology	proposed localized social technology for IPs; Approved concept by the Regional Director and ongoing coordination with internal and external project implementers/ stakeholders for the enhancement of project design

e. Assessment/ Conclusion/ Ways Forward for the Social Technology Unit

Out of the five (5) indicators, the Social Technology Unit (STU) has fully achieved three (3) indicators, while the two (2) interrelated indicators are still ongoing enhancement and awaiting for approval.

As of the 4th quarter of CY 2023, the targets for the OPC indicator and three indicators in the Harmonized Planning, Monitoring and Evaluation System (HPMES) relative to promotion and replication of STs have been fully achieved. The accomplishment of targets is the result of consistent coordination, technical assistance and promotional activities done by the Social Technology Unit. The unit maximized different platforms to be able to proactively reach the LGUs, attend to their concerns or needs promptly, and follow through on agreements and next steps on ST replication/ implementation. Another key component is the close coordination and partnership with other ODSUs and PSWDOs to optimize all efforts for the effective implementation of activities at the LGU level.

For the last two indicators pertaining to the FO-initiated ST, the attainment of target is behind schedule due to consecutive activities of STU and STB, as well as received requests from the LGUs. Nonetheless, collaboration with the RCRMET was initiated to hasten the development of project design and implementing guidelines.

Lessons Learned and Ways Forward

The achievement of targets relies heavily on consistent coordination, technical assistance, and proactive promotional activities and effective use of diverse platforms in communication with intermediaries and promotion of social technologies. Therefore, the STU can optimize outreach by diversifying communication channels, tailoring approaches to suit different LGU needs, and adopting a proactive stance in addressing concerns promptly.

Collaborative efforts with other ODSUs and PSWDOs significantly contribute to the effective implementation of activities at the LGU level. Therefore, the STU should continue to actively seek collaboration opportunities with other units and offices to maximize resources for effective project/program implementation. Its implication to the Field Office to Implement and enhance mechanisms to ensure the timely and effective delivery of programs and services to clients.

Plan of Activities in the Next Quarter:

- **MOA Signing with LGUs institutionalizing social technologies (January 2024 onwards)**
- **Monitoring Meetings with LGUs replicating social technology projects (Quarterly)**
- **Orientation on Social Technologies (1st Quarter of 2024)**

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III. Information Capital Roadmap

● Social Marketing Unit

The Social Marketing Unit (SMU) is the lead unit responsible in ensuring that the proper information of the Department's programs, services, laws enacted, and other activities are well disseminated to the target audience. It is also SMU's task to strengthen and intensify promotion and advocacy to reach not only the public but also partners from the Local Government Units, other National Government Agencies, Private Sectors, and People's Organizations.

In order to carry out the tantamount task of the Social Marketing Unit (SMU), an online portal for Request for Technical Assistance and a Regional Special Order (RSO) Number 2685 series of 2023 Creation of the Regional Social Media Management Team (RSMMT) was implemented, signed and approved by DSWD MIMAROPA Regional Director Leonardo C. Reynoso, CESO III.

The RSMMT is composed of the Regional Information Officer, Information Officers, Social Welfare Officers, and Program Development Officers of the different Office, Division, Sections, and Units (ODSUs) of DSWD MIMAROPA. Each of the team members contributes to the realization of the unit's objectives on social media management. On the other hand, the online ticketing system serves as the unit's platform to facilitate seamless transactions, deliver appropriate support and intervention and enhance internal processes on communications.

a. Physical Targets and Accomplishments

As of 31 December 2023, the SMU has been able to fully achieve the three (3) main HPMES indicators:

- **Respondents aware of at least 2 DSWD programs except 4Ps:** Out of **90% target, 100.00% aware of at least 2 DSWD programs** (based from data gathered for 2nd Quarter of 2023).
- **Social marketing activities conducted.**
 - Information caravans: Out of target 3 per quarter or 12 annual, a total of 13 conducted (108.33%, or additional 1 information caravan during the year)
 - Issuance of press releases: Out of target 12 per quarter or 48 annual, a total of 70 press releases issued (145.83%, additional 22 press releases during the year)
 - Communication campaigns: Out of target 3 annual, 10 campaigns conducted (333.33%, or additional 7 campaigns during the year)

Particularly, the SMU has conducted live online and information caravans regarding the Oil spill incident in the province of Oriental Mindoro, Adoption and Foster Parenting at Radyo Lucena. At the same time, the SMU led the Field Office's efforts in releasing a total of 70 press releases on the official website and sent to the local media in all of the provinces in the region. Communication campaigns on the Women Month's Celebration, which aims to inform the women in MIMAROPA about their rights and help them identify how to defend themselves with the help of the government and the people in their community.

- **Number of IEC materials developed.** Out of the target 12 IEC materials per quarter or 48 annual, 116 IEC were developed (241.67%, additional 68 IEC materials).

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III. Information Capital Roadmap

● Internal Audit Unit

The Internal Audit Unit (IAU) is the organizational arm of the DSWD Field Office MIMAROPA under the Office of the Regional Director mandated to assist the Management in its compliance with the five (5) internal objectives: safeguarding of assets; checking of accuracy and reliability of accounting data; ensuring economical, efficient, and effective operations; compliance with laws and regulations; and adherence to managerial policies.

Internal audit as defined in the Philippine Government Internal Audit Manual is “The evaluation of management controls and operations performance, and the determination of the degree of compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations. It involves the appraisal of the plan of organization and all the coordinated methods and measures, in order to recommend courses of action on matters relating to operations and management control.”

The DSWD recognizes the important role of internal audit in adding value and improving the operations of the Department. IAU shall help strengthen, maintain, and support the Department under the direct supervision and control of the Regional Director.

For the Calendar Year 2023, the Regional Director has expressly ordered that the concerned offices and officers give priority to taking necessary steps to fully respond to the 82 audit recommendations of the Commission on Audit as part of its Office Performance Contract. Also, as an added commitment by the Internal Audit Unit, being the lead of the Internal Quality Audit Technical Working Group, the ISO 9001:2015 re-certification of the DSWD including its field offices shall be prioritized as well to contribute to the compliance with good governance requirements of the Performance-Based Bonus (PBB) for CY 2023.

For the 4th quarter monitoring of COA audit recommendations, the Field Office has been able to take responsive actions to 78 out of 82 recommendations equivalent to 95.12% compliance. Meanwhile, the DSWD and its field offices have been favorably recommended for ISO 9001:2015 re-certification. The FO MIMAROPA received no adverse findings during the third-party audit.

a. Physical Targets and Accomplishments

As of 31 December 2023, the IAU has partially achieved two (2) of its HPMS indicators:

- **Audit recommendations complied with.** Out of **target 100%**, **95.12% audit recommendations acted upon** based on the Management Letter within prescribed timeline (95.12%, deviation of 4.88%).
- **COA Audit Recommendations.** Out of the **target 82 recommendations, 78 were implemented (95.12%, deviation of 4 audit implementations)**. SAP validation concerns for action and ongoing appeal on the lawyer fees disallowance.

One of the main facilitating factors to increase compliance is the directive of Regional Director Leonardo Reynoso to revisit the recommendations of the COA and identify the basic requirements as worded in the audit observations. As such, an issuance of 27 directive memoranda and the gathering of updates with means of verification. In addition to this, the efforts of the offices and the technical assistance and monitoring of the IQA Team Leader and the ISO Focal, all five (5) offices of the FO subjected to re-certification completed the audit without any adverse findings.

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b. Financial Targets and Accomplishments

As of 31 December 2023, the IAU has the following fund utilization based on the Work and Financial Plan.

Table 75. IAU - Financial Performance.

Performance Indicator	Total Amount Allotted (Annual)	Fund Utilization Target for the Quarter	Actual Fund Utilization	Percent Utilization
Percentage of prior year's audit recommendation complied as per timeline	40,000.00	40,000.00	21,605.72	54.01%

Two (2) reimbursement transactions were discontinued due to the loss of necessary supporting documents which may have increased the utilization aligned to the Internal Audit purposes. Savings from the unutilized allotments were repurposed and realigned by the Administrative Division and the Budget Section for other Regional General Administration and Support Services (RGASS) items.

c. Issues and Challenges

The IAU also faced issues related to financial management related to program implementation. Table 76 shows the actions taken and recommendations done by the Unit to respond.

Table 76. IAU - Issues and Challenges, Actions Taken, and Recommendations.

Issues and Challenges	Actions Taken	Recommendations
Competing and emerging priorities of concerned offices impeding the implementation of committed action plans	Constant coordination with concerned offices	Assignment of dedicated staff to work on the action plans and preparation of MOVs
Fast turnover and movement of staff in offices assigned to implement action plans	Constant coordination with concerned offices	Implementation of buddy/ back up system if the originally assigned staff is preoccupied with other tasks or has resigned
Absence of an integrated accounting information system to be used in recording, reporting, and monitoring purposes of financial transactions	The Accounting Section is already working with the ICTMS to comply with the E-NGAS requirements.	Adoption of E-NGAS while waiting for the in-house system by FMS (Integrated Financial Management Information System)

d. Good Practices and Innovative Strategies

Table 77. Good Practices and Innovative Strategies of the IAU.

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Title of the Good Practice	Brief Description of the Good Practice	Results
Audit Compliance	Constitution of Regional Task Force CAAR Unit to propose and update necessary steps to resolve audit observations and recommendations	Issues and challenges have been discussed.
Documentation	Issuance of directives and guidance memoranda reinforcing the action plans committed by offices	Offices are given actual instruction to act by the Regional Director.
Prevention of IIEEUU Transactions	Conduct of due diligence review of transactions to avoid more audit observations being led by the ARDA as TF CAAR Chair	COAble transactions are prevented.

IV. Policy Reform Roadmap

● Policy Development and Planning Section

The Policy Development and Planning Section (PDPS) is one of the support to operations (STO) of the Department of Social Welfare and Development (DSWD) under the Policy and Plans Division (PPD) which is mandated for the provision of technical assistance in the formulation, monitoring, and evaluation of regional policies and plans and Social Protection.

The Policy Development and Planning Section (PDPS) provides leadership in ensuring that the department's and social and development sectors' agency policies and plans are cascaded across all concerned divisions and programs. The section also leads in assisting research requests and monitoring and evaluating the plans and policies of the department. It also focuses its primary mandate on assisting the Local Government Units (LGUs) to improve the delivery of social protection and social welfare services, through the conduct of various capacity-building and technical assistance along with Social Protection Mainstreaming to local partners and stakeholders.

Additionally, under the Department's Thrust and Priorities, Support to Operations Roadmaps, and Office Performance Contract (OPC), the section continuously implements its mandate which is to provide technical assistance in the Plan Formulation and Development, Plan Implementation Monitoring and Reporting, and Results-Based Monitoring and Evaluation to Regional internal stakeholders, monitoring of Social Welfare and Development (SWD) Laws as well as providing technical assistance to internal stakeholders along with planning, budgeting, and reports preparations.

a. Physical Targets and Accomplishments

As of 31 December 2023, the PDPS has fully achieved the following five (5) HPMES indicators:

- ***Internal staff provided with technical assistance (TA).*** Out of the target 35 staff, 163 internal staff were provided with TA (465.71%, or an additional 128 internal staff).
 - Regional M&E Conference (27 participants)
 - Provincial M&E Conference (18 participants)
 - Performance Management System (PMS) (3 staff)
 - Risk Management (5 staff)

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- Orientation on GAD Concepts and Gender Fair Language (18 staff- no repetition - out of 30 PPD staff participants)
- 2023 2nd Semester Regional Talakayan Session (13 staff - no repetition - out of total of 16 staff participants)
- AICS Pre-PREW Activity (29 participants)
- Regional IPREW (21 participants)
- SFP 2023 Year-End Strategic Planning (8 participants)
- Regional Management and Development Committee (RMDC) cum 2025 Budget Talakayan (21 participants)
- **LGUs assisted in the formulation of the SPDR/SP plan:** Out of target 11 LGUs, 21 LGUs served (190.91%, or an additional 10 LGUs).
 - 3 LGUs provided with TA on submitted draft SPDR:
 - Torrijos, Marinduque
 - Brooke's Point, Palawan
 - San Fernando, Romblon
 - Busuanga, Palawan (face to face - March 20-23, 2023) and San Andres, Romblon (virtual - May 5, 2023) provided TA on the formulation of their local SPDR
 - 17 LGUs participated in the M&E Capacity Building for LGUs in Tagaytay City (including Busuanga) [Occi - 1, OrMin - 2, Marinduque - 4, Romblon - 2, Palawan - 8]
 - 78 LGUs (LCEs, LSWDOs, LPDCs) provided orientation on the Enhanced Social Protection Framework and Social Protection and Development Report during the LCE Forum and LSWDO Conferences in April to July 2023
- **LGUs compliant with SWD laws monitored.** Out of the target 30 LGUs, 36 LGUs were monitored (120%, or additional LGUs). The section conducted three (3) batches of TA for the encoding of SWD Laws Compliance last April 11-12, and May 5, 2023, and had a total of 52 attendees wherein 36 have submitted the report through the Google Form and offline template.
 - Occidental Mindoro - 3 LGUs
 - Oriental Mindoro - 5 LGUs
 - Marinduque - 5 LGUs
 - Romblon - 7 LGUs
 - Palawan - 16 LGUs
- **Planning, M&E, and research and development-related training conducted:** Out of the target 5 trainings, 5 training has been conducted (100.00%, or no deviation). The participants for these activities included different stakeholders of the Field Office: both internal staff (M&E staff, admin, and other technical staff), and external partners (LSWDOs).
 - Regional Talakayan Session - February 28, 2023
 - 6th Annual M&E Conference - April 18-21, 2023
 - 1st Provincial M&E Conference - June 28-30, 2023
 - M&E Capacity Building for LGUs (Aug 30 to Sep 1, 2023)
 - 2nd Semester Regional Talakayan Session (Sep 25, 2023)
- **Agency plans formulated and disseminated (a. Medium-term Plans and b. Annual Plans).** Out of the annual target of 8 agency plans, two (2) were formulated and disseminated (No

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deviation). No deviation for this indicator, which includes the five (5) sectoral plans, and the 2025-2027 Annual Performance Measure (APM), that are dependent on the directives of the Central Office. The latter due to the moratorium/ unclear directions yet from the CO and the current formulation and finalization of the DSWD Action Plans for the Sectors, no sectoral workshop yet has been planned/conducted, and the former 2025-2027 Annual Performance Measure (APM) currently on going due to the pending funding of the Field Office's TAAORSS activities.

The two (2) agency plans formulated and disseminated during the year includes the following:

- One (1) 2024 Regional GAD Plan and Budget with eight (8) Harmonized GAD Guidelines Box 7 submitted based on guidelines
- One (1) Regional Work and Financial Plan (WFP) submitted to the Central Office last September 29, 2023.

The annual investment plans per district were also presented/discussed during the two (2) legislators' chiefs of staff consultation dialogue in February 22 and August 16, 2023 which was participated/represented by all (8) districts of MIMAROPA. Aside from this, this was also presented during the meeting with the Office of the Lone District of Occidental Mindoro and all regional line agencies and local chief executives of the province in February 2023. Another discussion with the provincial council during their budget presentation in March 2023.

On the other hand, these two (2) indicators has no accomplishments due to different factors:

- **Agency policies approved and disseminated.** Target is at 100.0%, but no accomplishment yet since there are no agency policies on board.
- **Partnerships forged with Provincial SP teams in monitoring SP mainstreaming (to increase buy-in).** There were discussions with the PSWDOs for writeshops of the provincial/city/municipal SPDR during the LCE Forum together with the local planning officers. This was emphasized with the issuance of the 2023 Seal of Good Local Governance (SGLG). The section head has initiated the rethinking of the Social Protection (SP) mainstreaming strategies to be employed this year. The ladderized concept for SP mainstreaming is as follows:
 1. *Updating of the Executive Order (EO) on SP Mainstreaming*
 2. *Conduct of the FRVA Orientation for targeted LGUs*
 3. *Conduct of Technical Writing Workshop for targeted LGUs*
 4. *Conduct of SP Plan Workshop for targeted LGUs*
 5. *Preparation of provincial SPDR IEC materials for dissemination*

b. Financial Targets and Accomplishments

As of 31 December 2023, the PDPS has two (2) fund sources - Current Fund and Centrally Managed Fund, as shown in Table 76 below.

Table 78. Summary of Financial Performance of the PDPS.

				Utilization Rate (%)		
Sources	of	Allocated	Obligations	Disbursemen	Obligations	Disbursemen

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Fund (A)	Budget (B)	(C)	t (D)	(C/B)	t (D/B)
Current Fund	1,584,450.00	1,500,644.50	1,447,997.00	94.71%	91.39%
Centrally Managed Fund	1,017,800.00	999,415.60	999,415.60	98.19%	98.19%
TOTAL	2,602,250.00	2,500,060.10	2,447,412.60	96.07%	94.05%

As of 31 December 2023, the Policy Development and Planning Section (PDPS) was able to obligate **Php 2,500,060.10** or **96.07%** of the **Php 2,602,250.00** total allocated fund and disburse **Php 2,447,412.60** (**94.05%**). For the current fund, the PDPS has been allocated a total amount of **Php 1,584,450.00**, and obligated **Php 1,500,644.50** (**94.71%**) and disbursed **Php 1,447,997.00** (**91.39%**). While for the centrally managed fund, the program has a total allocation of **Php 1,017,800.00**, of which **Php 999,415.60** or **98.19%** was obligated and **Php 999,415.60** or **98.19%** was disbursed.

c. Issues and Challenges

The PDPS also faced issues in the different components of the HPMES and the OPC, especially those related to provision of technical assistance to LGUs, reporting and monitoring of the P/ODSUs in the Field Office, and fund obligation/ utilization as related to procurement. Table 79 shows the actions taken and recommendations done by the Section to respond.

Table 79. PDPS - Issues and Challenges, Actions Taken, and Recommendations

Issues and Challenges	Actions Taken	Recommendations
<p>Strategy/ Structure: Limited fund in the Field Office and no downloaded fund from the Central Office for the conduct of TA to LGUs</p> <p>Legal: Limited policy direction in terms of the preparation of the Regional/National Social Protection and Development Report</p> <p>No provincial SPDR due to non-submission of LSWDOs of their respective and updated SPDR</p> <p>Technological:</p>	<p>Provision of TA during M&E Capbuild</p> <p>Continuous dissemination of Social Protection Reference Materials</p> <p>Cascading of letter to P/MSWDOs regarding the inclusion of SPDR in the SGLG indicators</p>	<p>For DSWD and DILG to amend the JMC 001 S. 2015 based on the issues encountered from its implementation</p> <p>Downloading of funds from the Central Office or augmentation from the PSWDOs for the conduct of cluster SP Mainstreaming Workshop</p> <p>To integrate the roles of the SP Team to the existing functional committees such as Municipal Development Council (MDC)</p> <p>CO to develop a centralized/ harmonized planning, monitoring and evaluation system that</p>

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Issues and Challenges	Actions Taken	Recommendations
<p>Access to internet connectivity in geographically-isolated and displaced areas</p> <p>No harmonized planning and monitoring and evaluation system that captures the department's data requirements.</p> <p>Political: Functionality and updating of Local SP Team</p>		<p>captures data requirements of the department and other oversight agencies.</p>
<p>Strategy: Non-harmonization of plan timeline in crafting the WFP and APM (i.e. schedule of Budget Hearing and WFP Workshop)</p> <p>Structure: No clear guidelines yet on the formulation of Sectoral Plans</p> <p>No downloaded funds for the conduct of regional workshops</p> <p>Legal: No National Sectoral Plans thus hampering the crafting of the regionalized version</p>	<p>Attendance to the Workshop of Formulation of DSWD Sectoral Plans</p> <p>Lobbying of DR-TARA and RGASS funds for the conduct of workshop for the formulations of regional plans</p> <p>Continuous coordination with the CO in the crafting of agency plans</p>	<p>During the crafting of targets, include the FO to provide an overview of baseline accomplishment</p> <p>Harmonized calendar of submission of agency plans based on the timeline of release of NEP</p>

d. Good Practices and Innovative Strategies

The PDPS has also recorded some good practices and innovative strategies focused on crafting the FO MIMAROPA Rating Guide, encouraging the creation of monitoring tools among P/ODSUs through the integration of own tools with others to enhance data reporting and report submission, enhancing program design, and utilization of tools for records keeping and management. Table 80 shows the detailed description and results of these practices conducted during the year 2023.

Table 80. Good Practices and Innovative Strategies of the PDPS.

AREA	Description (Good Practices/Strategies)
<p>Harmonization and cascading of OPC targets to Division PC down to the Individual PC</p>	<p>To harmonize the cascading of the 2023 Office Performance Contract key indicators and to institutionalize the Performance Management System, the FO Harmonized Office/ARD/Division PC was crafted. The said document incorporates key performance indicators based on the approved DSWD Strategic Results Matrix, 2023 Harmonized OPC, and</p>

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AREA	Description (Good Practices/Strategies)
Crafting of the FO MIMAROPA Rating Guide	the Secretary's and Regional Director's National and Regional Thrusts & Priorities, respectively. The Harmonized Division Performance Indicators contain a rating guide that shall guide the FO Monitors in giving appropriate ratings based on the submitted and available MOVs
M&E LAB Learn, Assess, Build	A venue developed by the PDPS as part of innovation for the year 2023 in which series of consultation with the programs and services which got low OPC scores in the last 2022 2nd Semester OPC Rating will be provided with technical assistance on the identified issues and concerns and other hindering factors which affect their performance and delivering of the targets.
Repository of Regional Plans, Accomplishment Reports, Templates and Reference Materials, Targets and Accomplishment Database, and PDPS SOPs	The PDPS Google Site was created and launched during the Regional Talakayan Session last February 28, 2023
RCRMET Innovative Project	<p>As a result of the Design Thinking Activity during the 6th Annual M&E Conference (April 2023), the RCRMET will collaborate with the STU to enhance proposed design and implement one of the proposed projects of the STU focused on livelihood of indigenous peoples (IPs).</p> <p>The RCRMET can contribute to the Field Office innovations through the collaboration with the Social Technology Unit.</p>
Annual conduct of GAD Planning and Budgeting Session/Semestral GAD-TWG meeting and there were TA provided to the GAD Focals on administration of HGDG Boxes 7a, 16 & 17	<p>The conduct of Annual GAD Planning and Budgeting is a venue for the Regional GAD Technical Working Group to assess and provide inputs and recommendation on the formulation of the succeeding year GPB.</p> <p>This will also enable the FO to identify gaps and challenges in mainstreaming GAD among key results areas, policies, targeting and other institutional mechanisms</p>

e. Assessment/ Conclusion/ Ways Forward

Out of the seven (7) HPMES indicators, the Policy Development and Planning Section (PDPS) has fully achieved five (5) indicators, while the two (2) have no achievements mainly due to policy concerns and limited guidelines available. In 2023, the PDPS focused on the provision of technical assistance to internal staff and external partners, the conduct of training related to planning and M&E, and monitoring of LGUs' SWD Laws compliance. Based on the HPMES and OPC targets, the section has been on track for

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the physical targets wherein, 6 out of 7 HPMES indicators have no deviation, except for the conduct of the technical assistance on the formulation of SPDR or SP Plan. This is due to the conflicting and continuous schedules of the activities of the section resulting in rescheduling by the month of August along with the one-day capacity-building activity for the LGUs on Monitoring and Evaluation (M&E) based on the SDA Results. The PDPS continues to be in line with its mandate of providing technical assistance and support to its internal stakeholders.

III. Overall Assessment, Conclusion, and Ways Forward

- For the year 2023, the implementation of the FO MIMAROPA mandates remained strong in general. Most of the target indicators were met fully, and others even accomplished more than the set targets. **Based on the submitted reports, there are about 115 indicators reported. Out of this figure, 85 or 73.91% were fully achieved and some even exceeded set targets, while 30 or 26.79% were only partially achieved.**
- The implementation of Strategic Focus 1 which primarily concentrates on the steering function of the Department through the provision of Technical Assistance and Resource Augmentation (TARA) to Local Government Units and other stakeholders significantly accelerated its performance for this semester despite various challenges. The region was able to ensure the provision of capacity building through various platforms such as virtual technical assistance, one-on-one coaching and mentoring, focus group discussions, blended learning (e.g. hybrid and face-to-face training), and several field works. However, due to the new initiatives at the Central Office, a centralized approach to provision of technical assistance to partners is underway through the DSWD Academy which pools the TAAORSS funding of the Field Offices for its operations. This initiative has great implications to the Field Office operations since most of its additional funding for technical assistance is sourced from the TAAORSS fund. Strategies to cope with these changes on activities and even other professional/cost of services funding for selected staff from the Standards, CBS, Social Technology, and Planning Sections arise. At the same time, the issue of centralization of the accreditation and licensing mandate of the Standards Bureau from the FO to the CO. Several digitalization initiatives in the Region also promote ease of information dissemination and other needed related regulatory services and resource augmentation to our partner stakeholders and service providers. As for the DRMD, it continues to serve the communities in the Region with its timely and appropriate interventions, as evident during the Oil Spill incident, assistance to rice retailers and hog raisers, among others.
- On the delivery of programs and services as observed mostly in the Strategic Focus 2 (Supplementary Feeding Program, KALAH! CIDSS, Sustainable Livelihood Program) the programs encountered delays in the implementation. Some of the noted delays in the implementation are rooted in the unavailability of policies and guidelines from the counter bureau. As a recommendation from the region, the program bureau should have clear and available guidelines prior to cascading of targets to the Field Office, in order to have a better program implementation can be ensured. The KALAH! CIDSS also encountered some issues and concerns during the implementation of the sub-projects in the area. It was observed that there were changes in the shifting of the procurement manual from the Community Based Procurement Manual (CBPM) to the Government Procurement Policy Board (GPPB). As an effort, the region found ways to deliver its targets and implement the KALAH! advocacy by inculcating values of

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empowerment, volunteerism, and stewardship. Procurement activities, in particular, have been affected by the pandemic. These require the presence of Community Volunteers, often needing one or two days to service all quotations outside the municipality. The Social Pension Program also extends its services to more senior citizens in the Region as part of its active validation and payment initiatives, such as including Persons Deprived of Liberty as possible target beneficiaries.

- The Finance and Logistic Roadmap shows effective resource management that will promote efficient planning, programming, and budget execution systems. The General Administrative Support Services noted an issue and concern on the limited fund allocation to address the remaining identified corrective works (repairs) in the region. As an effort, the concern was addressed to continuously search for possible fund augmentation of other funds from the different programs and offices. It was elevated to the central office requested for additional funding in order to push through with the lined-up repair and improvement projects of GSS this year, including additional staff. In the Financial Management Services Division, it was worth note taking the high jump in the liquidation of previous years unliquidated cash advances due to regular monitoring both by the Operations and Finance Group. This was also a regular topic in the MANCOM meetings in order to support programs operations and simultaneously increase fund utilization. The division has been able to achieve the targets of the Budget and Cash Section on the utilization of the budget for the 1st semester. However, during the second semester, the management advised the fund owners to fast-track the utilization of unobligated funds based on the approved WFP to ensure its full utilization within the remaining months of the year. Specifically, the Division utilizes online tools designed to enhance automation and better tracking of financial transactions within the field office and with external partners. On accounting, the uniform interpretation & compliance of the existing rules & regulations of all staff will help the region to process all financial claims within a reasonable time. On cash, the region will monitor the Monthly Disbursement Program of concerned programs/projects based on their Work and Financial Plan. The concerned projects/programs shall monitor their respective activities on time to facilitate the immediate payment. On-time submission of claims for reimbursement of TEVs and other expenses incurred will be the strategy of the region.
- The region's Organization and Human Capital Roadmap were able to improve the efficiency of their systems in Recruitment, Selection and Placement, Learning and Development, and other employee engagement activities via blended mode as well as massive online and virtual sessions.
- In the Policy Roadmap, it is a good initiative of the region to strengthen the advocacy campaign of social protection programs and social welfare and development laws to ensure compliance of LGUs by legislating SWD laws to address local sectoral concerns. Also, the close coordination of the management with the legislators and other external stakeholders i.e. Social/Regional Development Committee to advocate policies and plans of the region. Continuous provision of technical assistance, sharing of good practices, innovations, and strengthening the capacity of the M&E focal and RCRMET members is one of the best practices and strategies of the region to empower the technical staff on the aspect of monitoring and evaluation. The PDPS also extended its usual Regional activities to the Provincial Level (i.e. Regional Monitoring and Evaluation Conference, is replicated as Provincial Monitoring and Evaluation Conference piloted in Marinduque this semester).

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- The major issues and challenges identified in the region that hampers and impedes the implementation of various social welfare programs and services categorized into policies and guidelines, program and administrative operations and external intermediaries compliance. Most of them are the delayed issuance of policies and guidelines on the implementation of programs and services of Pantawid, KALAHI CIDSS, SFP, SLP. As for the FMD, issues regarding liquidation of funds and the concern of the LGUs in the implementation of KALAHI CIDSS whereby LGUs and Barangays have limited knowledge in the process of community procurement (RA 9184) because these are not being practiced in barangay transactions.
- Overall, the Field Office MIMAROPA can brag about a well - established system. The lines between who is responsible for what and who is accountable for what or whom are clear. This can be further enhanced by the support of the Central Office/ Bureaus/ Services/ Units to ensure that all policies, plans, and programs for 2024 are (i) well-communicated starting at its inception to planning and implementation, (ii) based on the actual capacity and context of the Field Office, and most importantly, (iii) supported by the needed resources (funds, equipment, capacity-building, among others) to implement the cascaded plans and programs
- From this, the Field Office MIMAROPA can continue to ensure that all its endeavors are based on the vision that all Filipinos are free of hunger and poverty, have equal access to opportunities, and are enabled by a fair, just, and peaceful society, as well as the mission of being the leader in the formulation, policy and program implementation and coordination for and with the poor, vulnerable, and disadvantaged. The overall guiding values remained "Serbisyong May Puso, Saan man sa MIMAROPA."

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