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THE 2020 ANNUAL REPORT



SERVING BEYOND DUTY WITH COMPASSION

TAPAT AT MAPAGKALINGANG SERBISYO SA PANAHON NG PANDEMYA



SERVING BEYOND DUTY WITH COMPASSION

TAPAT AT MAPAGKALINGANG
SERBISYO SA PANAHOON NG PANDEMYA

THE YEAR IN REVIEW

2020 was the year the world stood still. Progress and development were put on pause. Humanity was humbled to learn that human beings aren't the most powerful beings on the planet.

In the Philippines, there were three significant events that challenged many Filipinos—the Taal Volcano eruption, the COVID-19 pandemic, and the typhoon Ulysses. These events brought out the best and the worst in us.

2020 was the year of leadership. People learned to be responsible and accountable, not only for their own safety, but for the safety of the entire community they live in. What affects one, affects the whole. This was the year we learned to be the leaders of our own lives, leaders in our own families, our companies, and our community.

2020 was the year of upgrading to digital technology. What would take years to shift to an online world, Filipinos had to learn to communicate through social media, video platforms, do business through e-commerce sites, and pay with digital currency. These forced old systems, redundant patterns and outdated protocols to streamline and innovate.

The Department of Social Welfare and Development (DSWD) is the safety net for the Filipino people, helping the poorest of the poor, the disadvantaged, and the hard-to-reach. You can count the millions of Filipinos who benefited from the combined efforts of the Department and its partners. The underprivileged, marginalized, and abused, regardless of age, gender, or location are aided and accounted for by the various Field Offices in each region.

These twenty-seven hand-picked stories from DSWD's Field Offices best represent the work of the entire Department for the year 2020.

When we look back, we'll remember this is the year that changed our lives forever. Change is always challenging, painful, and even devastating. But when you adapt and innovate along with the change, change can mean growth.



VISION

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

MISSION

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

MESSAGE FROM THE SECRETARY



The year 2020 is considered a global gamechanger. The COVID-19 pandemic was a turning point for all countries as it rendered existing systems in every aspect of human interaction helpless, debilitated, and even stagnant as countries closed their borders and confined people to their homes and quarantine areas. Digital communication and online platforms became the alternative and preferred means of communication and engagement by all sectors.

In the Philippines, the national government imposed health protocols and measures in the economic and social spheres to mitigate the spread of the virus. The country had to adhere to the new normal, which had consequences on the prevailing systems like public works, transportation, and social institutions like education, health, and finance. These governance setbacks affected the momentum of developmental initiatives and thrusts, including those of the Department of Social Welfare and Development (DSWD).

The DSWD faced enormous challenges in addressing the pandemic's disastrous effects, but it readjusted gears in ensuring the successful implementation of its regular programs and services and responding to the urgent call of the time.

The Department led the implementation of the Social Amelioration Program, which was a massive cash assistance response to the pandemic. Over and above the difficulties posed by a nationwide crisis intervention of this magnitude, the DSWD had to continue responding to other disasters that occurred during the year, too. The DSWD also reengineered processes inherent to the Pantawid Pamilyang Pilipino Program, the Social Pension Program, the Supplementary Feeding Program, the Assistance to Individuals in Crisis Program, and other protective programs integral to the Department's mandate, to adopt to the new normal.

All these obstacles were successfully overcome by the Angels in Red Vests – a term that aptly describes the DSWD personnel in the forefront of service delivery.

Beyond the statistical data and the numerical account of accomplishments, this Annual Report presents the other equally important side of the Department's work; namely, the documentation of the struggles and sacrifices, the moving narratives of the beneficiaries whose lives have been changed for the better, and the joys brought about by positive and tangible progress and development.

The Annual Report contains snippets of how the full range of the Pantawid Pamilyang Pilipino Program transformed the lives of families from initiation to graduation. It also gives a compelling collage of the arduous yet fulfilling tasks of the Social Worker who treks across rough and distant terrain to reach an elderly pensioner in the hinterlands, and the DSWD frontliner who labors to deliver much-needed help during these trying times.

To paraphrase the scholar Roy Peter Clark, "Reports convey information and transfer knowledge. Stories create experience and transport the reader, crossing boundaries of time, space, and imagination. The report points us there. The story puts us there."

This is only a glimpse of what the Annual Report contains. This is not a mere document, but a book that tells us true stories of transformation and showcases the true meaning of the theme, "Serving Beyond Duty with Compassion: Tapat at Mapagkalingang Serbisyo sa Panahon ng Pandemya."

ROLANDO JOSELITO D. BAUTISTA
Secretary

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I. WELL-BEING OF POOR FAMILIES IMPROVED



GRADUATING FROM POVERTY

FIELD OFFICE 2

Husband and wife Julian and Juliet Pajar were born from poor families when they married 20 years ago in Roma Enrile, Cagayan. And poverty wasn't the life they wished for their own family.

As a young married couple, Julian worked as a farm tenant in a one-hectare rice land, while Juliet stayed at home to care for their four children. Julian's meager earnings were not enough to support his family, especially when the children started schooling. The two usually quarreled over financial problems, and Julian's smoking and drinking. But instead of nagging her husband, Juliet reminded him that their young children needed him to stay healthy and strong.



In 2012, the family became a part of the *Pantawid Pamilyang Pilipino* Program (4Ps) and helped relieve them from the financial burden of sending their children to school.

Since, Julian's work could not support all of the family's needs, Juliet decided to sell meat and vegetables door to door as soon as the children left for school. Despite being busy with their livelihoods, none of the two ever missed a Family Development Session (FDS). The sessions helped Juliet manage the family's finances to help her save enough money to purchase a bicycle with a sidecar, and allowed her to travel to nearby communities.

During the same time, Julian entered into another tenancy agreement for a 3-hectare farm lot, and received 10 sacks of palay for every 100 sacks harvested.

Soon, the couple was able to purchase a motorized vehicle, which they customized into a rolling store. Juliet's business became more successful, and she put up a bigger sari-sari store with a refrigerator, a cooler, and a starting capital of fifteen thousand pesos.

Harvest after harvest, Julian and Juliet began to improve their house. First by solidifying the structure with concrete, then they installed a water-sealed toilet, until finally, they were also able to purchase a television and washing machine. In between harvests, Julian drove a tricycle to transport goods in order to earn more income.

The couple dreams their children finish their college education. Their eldest child, Jericho, is a university scholar of the Commission on Higher Education, taking up Marine Engineering at the University of Cagayan Valley. Jericho receives a stipend of sixty thousand pesos per annum. Their other child, Jonathan, is a BS Criminology student in the same university.

By August 19, 2020, the Pajar family signified their intention to waive out of the 4Ps program. Despite still being eligible for the program, the couple wants another family struggling from poverty, to receive the support.

"I am proud to say we can now graduate from the program," says Juliet. "We will cherish all the learnings we gained from the project."

Julian and Juliet Pajar may have been born into poverty, but all their hard work and teamwork as a couple, afforded them to a better and happier life.



By August 19, 2020, the Pajar family signified their intention to waive out of the 4Ps program. Despite still being eligible for the program, the couple wants another family struggling from poverty, to receive the support.



PRESERVING THE FUTURE OF THE CUYONON CULTURE

FIELD OFFICE 4B

16-year old artist Arjen Abubakar's calling is to preserve Cuyonon culture through art. His family belongs to the Cuyonon Tribe in Barangay Tanglaw, Puerto Princesa City, Palawan.

The Cuyonon Indigenous Peoples (IPs) preserved their cultural heritage by conducting customary activities, such as the comedia, performing native songs dressed in colorful costumes, and dancing the inocentes with masks made of fibers with leaves of grass strewn all over their costumes.



“My paintings are inspired by the different tribes here in Palawan and their traditions, arts, and Cuyonon culture.”

Arjen started painting at the age of 13. “*Inspirasyon [ko] ang iba’t ibang [mga] tribo dito sa Palawan at ang kanilang mga tradisyon, sining, at kultura,*” (“My paintings are inspired by the different tribes here in Palawan and their traditions, arts, and Cuyonon culture,”) Arjen said.

SHOWCASING CUYONON CULTURE

In 2015, Arjen's family became a member of the 4Ps under the Modified Conditional Cash Transfer (MCCT) program for IPs. Arjen attended Youth Development Sessions (YDS), shared his talent, and learned more about his tribe. Arjen also continued to develop his artistic gift in school.

As the second child in the family, Arjen knew how hard life is. His father, Adan, is a fisherman who brings home roughly Php5,000.00 a month. This barely provided for the basic needs of their family of seven. Arjen recalled the days when his parents would borrow from a nearby grocery just so they can eat.

Arjen appreciates his parents for still sending him and his siblings to school. He is eager to finish his studies and hopefully become an architect someday. *Ipinapangako namin sa kanila [his parents] na [kapag] umasenso na kami ay magkakasama pa rin kami*. (“I promised my parents, when I become richer, I’ll make sure we’ll still be together.”)

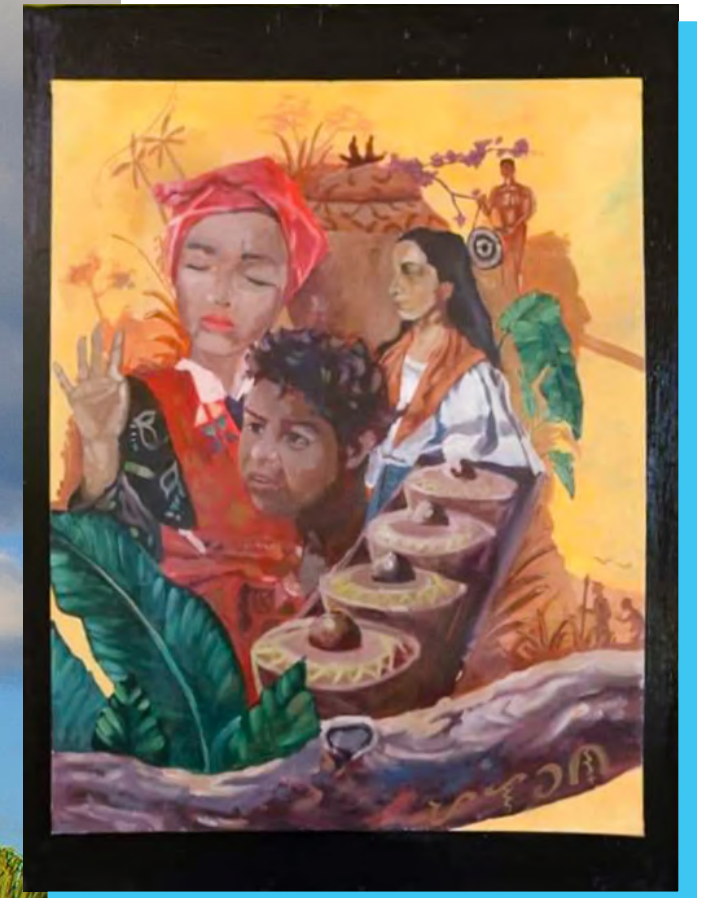
Years later, Arjen joined an art contest, and his painting was featured in the exhibit. The event opened more doors for him. *“Sinabi sa akin ng teacher ko na may gusto bumili ng artwork ko. At dahil kailangan namin ng pera, pumayag ako na bilhin ito ng halagang Php1,500.00. Malaki tulong ‘yun sa amin. Doon ko naiisip na gumawa pa ng marami at magbenta”*. (“My teacher told me someone wanted to buy my artwork. Because my family needed the money, I sold it for Php1,500.00. It helped us a lot. And that’s when I thought of making more paintings to sell.”)

KEEPING THE DREAM ALIVE

Arjen currently takes the Arts and Design strand (Grade 11) at Palawan National High School. He’s made a total of 35 paintings, and sold 13 pieces that range from Php500.00 to Php1,000.00. His favorite painting of his is, *“Kultura Mo, Bayan Ko,”* which can be viewed at the Palawan Heritage Center in Puerto Princesa, Palawan. According to Arjen, all of his paintings aim to appreciate his tribe, their customs, and to preserve their heritage.

“Nais naming mga katutubo na mas makilala pa ang aming kultura at tradisyon sa pamamagitan ng media. Sa pamamagitan nito, mas marami ang makakaunawa, tatangkilik at rerespeto. Kailangan ng paggalang at pag-unawa para makamit ang kapayapaang aming ninanais”. (“We want our indigenous cultures and traditions to be appreciated more through popular media. That way, more people can understand, support, and respect us. Respect and understanding is needed to attain the peace we dream of.”)

Arjen’s quest in preserving his tribe’s cultural heritage through his artworks, also helps preserve the future of the Cuyonon tribe — to be loved and embraced by other young Cuyonons, and the rest of the country.



“We want our indigenous cultures and traditions to be more appreciated through popular media. That way, more people can understand, support, and respect our religion and faith. Respect and understanding is needed to attain the peace we dream of.”

HONEST AETA BENEFICIARY RETURNS SAP FIELD OFFICE 6

On May 1, 2020, newly-registered Pantawid beneficiary Helen Segura, 33, an Aeta from Brgy. Lipac, San Enrique, Iloilo, returned the Php6,000 cash her common-law husband Hemben Gregorio received from the Social Amelioration Program (SAP) in San Enrique LGU.

After Helen was informed of her emergency subsidy through 4Ps, Helen was hesitant because Hemben already received the same grant. Punong Barangay Elvie Paez advised the couple to return the SAP from San Enrique LGU and claim Helen's SAP from Dingle LGU.

Aetas habitually transfer from one place to another to earn a living. The confusion was caused by the transfer from Dingle, where they registered in the Listahanan validation, to San Enrique, Iloilo late last year.

The couple returned the money to the Municipal Social Welfare and Development Office (MWSDO) in the presence of the Municipal Treasurer of San Rafael. Upon verification, they found out that Hemben's name at the Pantawid Household Roster also needed correction.

Since Helen and Hemben could not sell anything due to strict security borders, the financial aid they received was a big help for their family. It would have been easy to take the money for her family's gain, but for Helen, honesty is more valuable than taking money that wasn't hers.





DISCOVER THE VALUE OF SAVINGS

FIELD OFFICE 3

“Ang kahalagahan ng aming savings ay [kapag] may emergency gaya ng pagkakaroon ng di inaasahang sakit, at nangangailangan kami ng pera,” (“I realized the importance of savings is to keep us secure and at peace whenever we have emergencies.”) Avelina B. Agbin said.

Avelina is a Modified Conditional Cash Transfer (MCCT) beneficiary from Diagyan, Dilasag, Aurora. In 2016, Avelina and 59 other beneficiaries, individually received Php 20,000.00 under Support Services Intervention (SSI) of 4Ps. This aims to improve the well-being of the MCCT beneficiaries through different modalities such as: cash-for-work, micro-enterprise/ livelihood assistance, and development of income-generating projects.



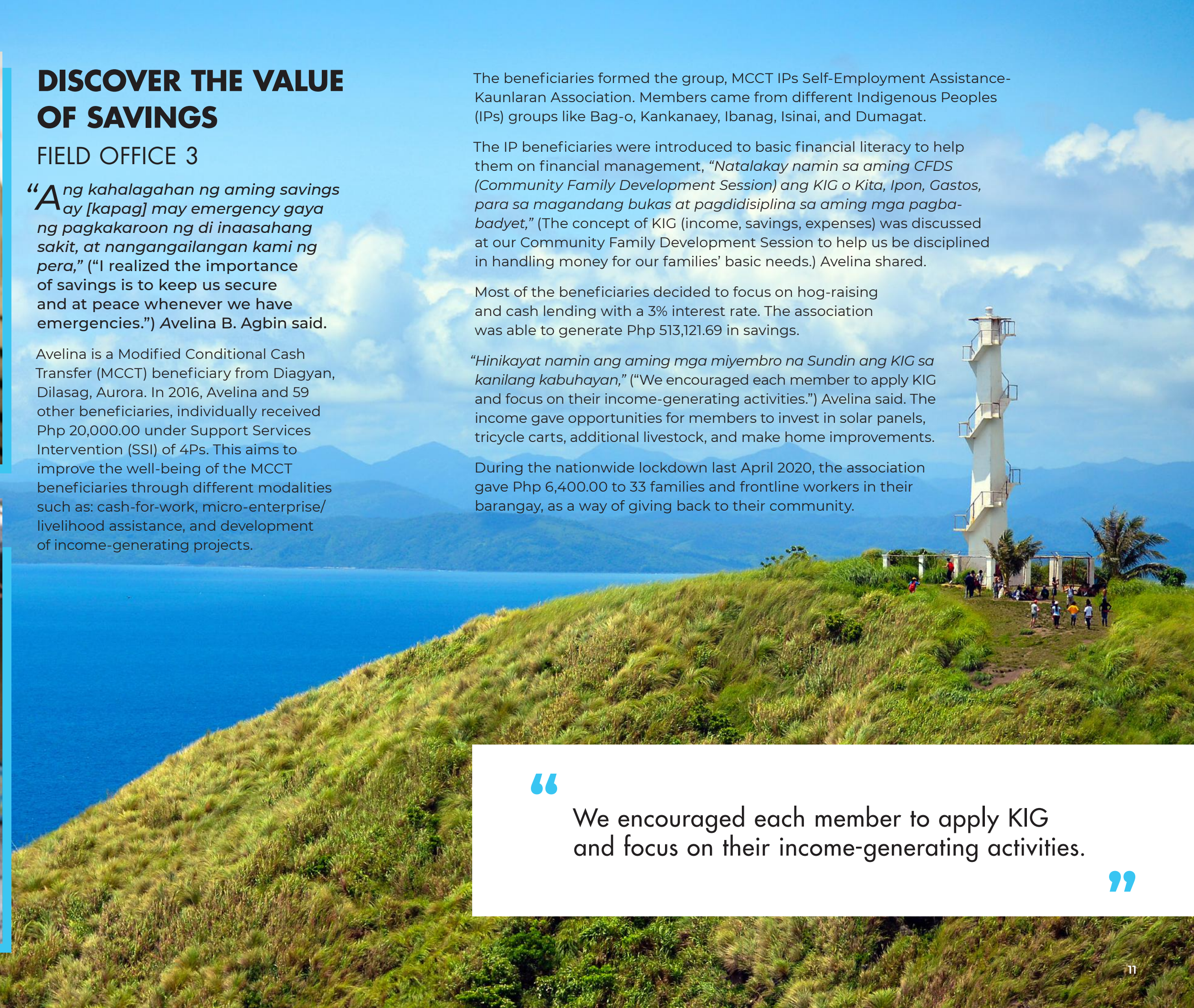
The beneficiaries formed the group, MCCT IPs Self-Employment Assistance-Kaunlaran Association. Members came from different Indigenous Peoples (IPs) groups like Bag-o, Kankanaey, Ibanag, Isinai, and Dumagat.

The IP beneficiaries were introduced to basic financial literacy to help them on financial management, *“Natalakay namin sa aming CFDS (Community Family Development Session) ang KIG o Kita, Ipon, Gastos, para sa magandang bukas at pagdidisiplina sa aming mga pagbabadyet,”* (The concept of KIG (income, savings, expenses) was discussed at our Community Family Development Session to help us be disciplined in handling money for our families’ basic needs.) Avelina shared.

Most of the beneficiaries decided to focus on hog-raising and cash lending with a 3% interest rate. The association was able to generate Php 513,121.69 in savings.

“Hinikayat namin ang aming mga miyembro na Sundin ang KIG sa kanilang kabuhayan,” (“We encouraged each member to apply KIG and focus on their income-generating activities.”) Avelina said. The income gave opportunities for members to invest in solar panels, tricycle carts, additional livestock, and make home improvements.

During the nationwide lockdown last April 2020, the association gave Php 6,400.00 to 33 families and frontline workers in their barangay, as a way of giving back to their community.



“

We encouraged each member to apply KIG and focus on their income-generating activities.

”

BELIEVE IN THE MAGIC OF NEW BEGINNINGS

SLP

After losing her husband in 2013, 59-year-old Lucia Balidio Curises from Brgy. Nagustan, Nabas, Aklan raised her seven children alone, while managing her small hog-raising business. Lucia is a 4Ps member, who struggled to make ends meet. There were times she could hardly send her children to school because they do not have food on the table.

Located in a congested area in their barangay, Lucia's hog-raising business faced numerous challenges. Fortunately, she became a member of the Lasunidosbuesna Variety Store Owners Association, organized by the DSWD Sustainable Livelihood Program (SLP).

On November 2018, DSWD SLP funded the association's proposed project where each of the 56 members received Php10,000.00 to start their own individual businesses.

Lucia decided to put up a sari-sari store in their barangay. If her hog-raising did not thrive, Lucia's sari-sari store became a success this time, with the help of her daughter Josephine, co-managing it.



MAGICAL THINGS HAPPEN WHEN GOOD PEOPLE NEVER GIVE UP

Currently, Lucia owns two stores along the highway. Most of her products are food, grocery items, rice, and feeds. Her second store in Baybay sells fishing supplies for fisherfolk in Nagustan.

The average daily sales in her first store amounts to Php8,000.00, with an approximate gain of Php 1,200.00 or equivalent to 15% mark up. The second store averages Php4,000.00 per day with an approximate gain of Php600.00 or an equivalent of 15% mark up.

With her first store located near the beach, Lucia expanded her business by adding a karaoke machine and became an in-demand add-on. During the pandemic, her sari-sari store provided goods so people did not need to go to town to buy food.

On April 2020, the LGU of Nabas identified her store as the "COVID Store of Nagustan," and provided stocks worth Php10,000.00 on a consignment basis.

Today, Lucia can finally support the schooling of her two youngest children— one is a third year college student taking up BS Criminology, and her youngest is a first year BS Nursing student. Two of her children graduated college and work in Boracay, while the other three have their own families already.

Lucia admitted that despite all the hardships, they finally have enough food on the table, and no longer worry about their daily needs. From a failed hog-raiser to a successful sari-sari store owner, one can always own hope for magical things to happen to those who work hard for it.

“ Lucia admitted that despite all the hardships, they finally have enough food on the table, and no longer worry about their daily needs. ”





THE RISE OF NEW LEADERS AMONG THE CHAOS

4Ps

The COVID-19 pandemic forced people into their homes, losing their jobs, their source of income, and even the capacity to work. But with this great challenge, greater leaders rose among the ranks of ordinary residents, who faced COVID-19 head-on and helped protect and care for the communities that raised them.

WESTERN VISAYAS

Aileen Eliver Araneta is the Sangguniang Kabataan (SK) Chairperson of Brgy. 3, Silay City. She and the SK organized a fund raising activity to households affected by the community quarantine. On top of the SK's savings fund, the barangay council shared Php15,000 from their calamity fund, and the Mayor donated four sacks of rice.

The SK provided family packs for 250 families. Each family pack contained 2 kilos of rice, 2 packs of noodles, 1 canned goods, soap, and face masks.

Starting March 24, 4Ps started releasing cash grants for the beneficiaries. Aileen's family is among the 300,000 beneficiaries in Western Visayas. She is also a recipient of the Expanded Student Grants-in-Aid Program for Poverty Alleviation (ESGPPA).

"I am grateful for the government programs that helped shape my leadership. In these difficult times, we offer our services to those in need," Aileen shared.

ILOCOS NORTE

In Brgy. Lumbaan, Bicbica, Pinili, Ilocos Norte, the group of Marife Pidot distributed free face masks in their community.

"Ang pagbibigay ng libreng face mask hindi lang sa kapwa benepisyaryo ng 4Ps kundi rin sa lahat ay nagpapakita na sa panahong ito ay malasakit at disiplina ang bumubuhay sa atin laban sa COVID-19," ("Giving free face masks during these times shows compassion and discipline to keep everyone alive in our fight against COVID-19,") says Marife.

Marife learned how to make face masks through DSWD's SLP. With her old sewing machine, she started making face masks and distributed them to those who cannot afford one.

BULACAN

As beneficiaries started to receive grants, groups of beneficiaries in Pandi, Bulacan started pooling resources to share with their neighbors. The donation drive called Pantawid 1-Share hoped to help other indigent families affected by the outbreak.

According to Zita Aguilar, a 4Ps beneficiary, they collected canned goods and noodles, and repacked 320 food packs that benefitted other indigent families in their community.

"Madalas po kasi binabatikos kami na wala kaming gingawa at ngg-aantay lang lagi ng tulong, kaya ngayon gusto naming ipakita, na kaya naman naming magbigay at tumulong," ("We are often criticized that we are helpless and only wait for help, but we wanted to show that we can also help and be of service,") Zita said.

Despite the imposed quarantine, DSWD continued to release cash grants for 4Ps beneficiaries to help them get through the crisis. The beneficiaries continued to observe the government's protocols on social distancing, and wear protective gear while leading the way to survive and thrive in the chaotic time of the pandemic.





THE SWEET TURN OF EVENTS

FIELD OFFICE 8

Mondragon, Northern Samar — Lucily Albino happily shared that with the help of DSWD SLP, her business recovered from the devastating effects of the pandemic and the community quarantine. With the Php15,000 seed capital fund, she was able to continue her *Pilipit* business. *Pilipit*, also known as *Linubid*, is a popular sweet delicacy in Eastern Visayas.

With this lucky turn of events, Lucily was able to restart her business again on September 17, 2020. Her husband, Antolin, delivered their products throughout Northern and Eastern Samar using a motorcycle. Due to the increasing demand, the couple hired their neighbors as additional staff to help them during the pandemic.

Lucily hopes their business will continue to flourish and be just as sweet as the *Pilipit* they sell in every twist and turn of events this pandemic throws at them.



II. RIGHTS OF THE POOR AND VULNERABLE SECTORS PROMOTED AND PROTECTED



THE ANGELS IN RED VESTS FIGHT FOR ELDERS

FIELD OFFICE CAR

When the national government issued a lockdown throughout Luzon, the enhanced community quarantine closed borders and restricted travel. Minors and senior citizens were not allowed to go out of their residences.

The DSWD Field Office Cordillera Administrative Region (CAR) temporarily stopped distributing the Social Pension stipend to avoid mass gatherings for the safety of the senior citizens.

OUT OF THE USUAL

Nik Castil, one of the DSWD staff, remembers his experience wearing full personal protective equipment during the payout in Pinget, Baguio City. *"We decided to do home visits and deliver the pension to some beneficiaries. When we arrived at one beneficiary's home, he was sleeping in their living room, sick, and unable to walk anymore. He was so fragile he could not sit on his own, and could barely move his arm. I assisted him so he could put his thumb mark on his payroll. They were not able to send an authorized representative to get the stipend at the venue that day, so it was a good decision to do the home visit. His family appreciated the delivery, so they can afford to buy his medication. That was more than enough for me."*





THE CHALLENGE THAT MAKES IT GREAT

The Social Pension staff continued to go wherever they needed. Even if they lived in Geographically Isolated and Disadvantaged Areas (GIDAs), like Barangay Tacadang, one of the hardest places to reach in Kibungan, Benguet.

Simphele Lucaben volunteered knowing about the 3 hour hike it entailed. Rain showers also poured down from time to time. *"I had to wear an improvised raincoat using big plastic bags to keep myself dry. I had to keep my balance and make sure my hands are free, in case I accidentally slip. In the wet trail, leeches started somersaulting everywhere. I cannot recall how many bites I got, but I did not mind that much. It is not really life threatening,"* Simphele recalled.

He was accompanied by one of the Local Government Unit (LGU) staff in going from one sitio to another to deliver the stipend. In the end, after seeing the smiles of the beneficiaries, it was all worth it.

COURAGE TO SERVE OTHERS

While the nation has not yet recovered from the pandemic, typhoons destroyed homes, and caused brownouts and roadblocks in some places. The staff were prepared for this situation because they already experienced it before. Armed with flashlights, the stipends were successfully distributed to the beneficiaries during an unexpected brownout in an area.

During the second semester, the rising number of COVID-19 cases in CAR caused multiple reschedules of payouts. *"Ang original schedule ng pay-out ay sa August 17-19, 2020 pero na reschedule sa October 19-23, 2020 dahil duma mi ang positive cases ng Tanudan that time, kaya pinilit*

na namin ituloy kahit bumabagyo kasi kailangan na talaga ng senior citizen yung mga stipend nila para sa kanilang pangangailangan," ("The original pay-out schedule was August 17-19, but because of the rise of positive cases in Tanudan, it was rescheduled to October 19-23. Even if there was a storm, we insisted on releasing the stipend that the senior citizens badly needed,") Jaston Ian Lagunilla said.

To reach one of the barangays in Tanudan, Kalinga, the staff had to cross an impassable hanging bridge. Crossing the bridge itself was dangerous, but adding the strong rain and river current made it even riskier for the staff.

"Mix emotions po kami habang nag-croccross. May takot at nerbyos pero ang tumatak sa isip namin ay ang higit 40 din yung mga senior citizen na naghihintay at mostly sa kanila ay bedridden pa," ("We had mixed emotions while crossing the bridge. We were afraid and nervous, but we thought of the forty senior citizens waiting for their stipends, most of which are bedridden,") Cindy Saciao shared.

Police officers from the PNP accompanied them, and guaranteed their safety during their mission. *"Nag welcome sila sa amin ng open arms. In fact, sobra ang saya at na appreciate talaga nila dahil naideliver sa barangay nila ang stipend ng mga senior citizen,"* ("We were welcomed with open arms. They were so happy and appreciative we delivered the stipends to their barangays,") Javie Isican said.

Despite the distress, fear, and loss the pandemic brought, the compassion and perseverance of "angels in red vests" prevailed.



ANGELS IN SUITS: EXTRAORDINARY SERVICE IN THE MIDST OF THE PANDEMIC FIELD OFFICE 9

When clients and staff of The Home of the Elderly in Zamboanga City were confirmed COVID-19 positive on the night of August 29, 2020, the happiness and laughter suddenly turned into fear and distress.

As early as February, the residential facility restricted walk-in visitors and visits as community transmission increased and posed a significant risk to residents.

Despite following the strict health protocols, the center was unfortunately stricken with their first confirmed case and quickly spread to 30 COVID-19 positive clients. All workers used PPEs and equipment to transfer their clients, belongings, and the mechanical beds to a temporary facility, while the patients were isolated in other rooms.

DOH recommended to properly monitor the patients, so the COVID-19 response team stayed in the facility and conducted

regular monitoring of vital signs and temperature on a 24/7 shifting schedule. They slept under their desks and used their offices as temporary rooms. The cook provided nutritious meals for the clients to boost their immune system, and served ginger tea. The house parents also spoon-fed the clients with low appetites.

The staff provided daily updates using the COVID-19 Monitoring and Management Chart (CMMC) to effectively track the progress of each client, and provided the medical doctor and nurses a reference for medications and food.

"As the captain of the ship, I had to leave my family and stay with my staff and clients inside the center. Despite the fear of being infected, I only trusted the Lord to guide our undertakings. This may be beyond our service as social workers, but the lives that can be saved through selfless service makes us more fulfilled public servants," Georgina Suico said. Georgina is the Center Head of the Home for the Elderly.

The health crisis was a test of commitment, dedication, and hard work for the staff who risked their own health and safety. But with a recovery rate of 87.87%, the sacrifices and hard work brought out the best in them. Surviving the most challenging situation the Home for the Elderly ever encountered, the DSWD Field Office 9 is proud of their sacrifices, not just as workers, but as Angels in Suits.





RESPONSE PROJECTS IN NORTH MINDANAO

FIELD OFFICE 10

Early in 2020, Kalahi-CIDSS adopted the Disaster Response Operations Modality/Procedure (DROM/P) under the National Community Driven Development Program (NCDDP), allocating more than Php120 million COVID-19 response sub-projects (SPs) in health, sanitation, and economic recovery.

KALAHI-CIDSS REGIONAL PROGRAM MANAGEMENT OFFICE (RPMO) – X

This program implements MAKILAHOK (Strengthening Community Participation in Local Development) completing 19 SPs (100% accomplishment), PAMANA IP-CDD (Payapa at Masaganang Pamayanan Community-Driven Development Program for Indigenous Peoples) with 29 SPs completed (100% accomplishment), Kapangyarihan at Kaunlaran sa Barangay (KKB) and Construction of Classrooms for Lumads (CCL) totaling 278 sub-projects delivered in 15 LGUs.

130,040 households benefitted from the completed sub-projects, exceeding 1.25% of its target. The sub-project implementations promoted income-generating opportunities for 4,029 workers. 830 were women with paid labor.

DSWD Kalahi-CIDSS used the community-driven development approach, a proven strategy in poverty alleviation that empowers local communities to identify and implement public projects they need the most.

It puts people in the center of development as key decision-makers and implementers, thereby facilitating empowerment and effective social service delivery.

“If this is the concept and system followed by the government, there will be no more poor people. Social services will be efficiently delivered and people’s needs will be met,” Lovermin Villasis said. Lovermin is a Community volunteer in San Fernando, Bukidnon.

For 2021, 47 towns in Region 10 will implement Community-Based Response for COVID (CBRC) projects under Kalahi-CIDSS as part of the additional funding from the World Bank. Community-driven development efforts in Region 10 reached 97.32% accomplishment for 2020, delivering sub-projects that addressed the communities’ most urgent needs during this pandemic.



TOP 10 KALAHI-CIDSS FUNDED SUB-PROJECTS IN 2020

- 86** Isolation/Quarantine Facilities
- 48** Access Roads
- 27** Tribal Halls
- 27** Disaster Equipment/Tools
- 19** Water Systems
- 18** Barangay Health Stations
- 18** Cash-for-Work
- 8** Pre & Post Harvest Facilities
- 5** Electrification / Lighting
- 4** Day Care Centers



KALINGANG NATIONAL ANTI-POVERTY COMMISSION IN THE TIME OF PANDEMIC

NAPC

Despite the challenges the COVID-19 pandemic and natural disasters posed in 2020, the National Anti-Poverty Commission (NAPC) provided solutions to continue ensuring the Social Reform Agenda, and serve the 14 basic sectors to help significantly reduce poverty in the country.

The *Paaralang Bayan Online (PBO)* was a weekly program anchored by Lead Convenor and Secretary Noel Felongco. Airing every Saturday at 2:00pm on Facebook, PBO informed clients, partners, and the public about the government's poverty alleviation plans and programs. It featured reports on NAPC's activities, updates on basic sector initiatives, and discussions on pertinent laws.

PBO included *Kalingang NAPC*, a human interest segment that showed the different faces of poverty in the country. Hosted by Undersecretary Penelope Belmonte, the segment aired 16 episodes on issues concerning women, children, informal settlers, workers in the informal sector, farmers and fisherfolk, and persons with disabilities. *Kalingang NAPC* aimed to influence public policy on the delivery of basic services during the pandemic.

The reduction of economic activities of jeepney drivers resulted in the loss of income and economic displacement. Many currently depend on food aid from the local and national governments and the private sector.

The informal settlers in Manila North Cemetery is home to dozens of families, who sought help to stop the threat of demolition of their houses, and find a permanent solution to their housing problem.

The lockdown blocked the Aeta farmers in Pampanga from reaching the market, and were forced to sell their produce below the market price. Most rely on financial aid given by the DSWD.

The rice farmers of Nueva Ecija were also affected by the restrictions on access to markets and transportation services. They lamented that as food producers, they are the ones who have less or even nothing to eat.

Typhoons Quinta and Rolly wreaked havoc in the lives and livelihood of many Filipinos in different parts of the country, including the fisherfolk of Cavite. *Kalingang NAPC* visited around 300 families living in coastal areas and learned how their houses and fishing boats were destroyed by the typhoons.

NAPC exhausted all efforts to serve the marginalized poor amidst the continuing challenges brought about by the pandemic and natural disasters. *Paaralang Bayan Online* and *Kalingang NAPC* communicated to the public the poverty reduction strategies of the national government. This also provided the poorest and most vulnerable sectors of society an avenue to reach out for help.





MASSEUR FINDS THE ABILITY TO VLOG

NCDA

Larry Diaz is a 39 year old person with visual disability from Cabanatuan City, Nueva Ecija. He worked as a masseur until the COVID-19 pandemic prohibited him from earning from his job.

In October 2020, Larry received a pocket wi-fi for his e-loading business from the Department of Labor and Employment (DOLE) through the National Council on Disability Affairs (NCDA).

“Nagagamit ko ang pocket wifi na binigay ng DOLE at NCDA para sa aking e-loading at sim activation business bilang reloader at maging source ng internet connection.” (“I used the pocket wifi for my e-loading and sim activation business as a reloader and a source of internet connection.”)

Having access to internet, Larry ventured into vlogging through the YouTube channel Zaid TV Official. Larry is hopeful that his youtube channel will gain more subscribers and eventually earn from it, to help support his family’s daily needs, and to pay for his maintenance medicines.

“Kung sakaling makuha ko yung requirements ng YouTube na 1,000 subscribers at 4,000 hours eh puwede na ako magkaroon ng suweldo na puwedeng makatulong din sa pamilya ko.” (“If I can reach 1,000 subscribers and 4,000 hours of content required by YouTube, I can earn income to help my family,”) Larry narrated.

“Sa ngayon, meron na akong 700 plus na subscriber sa aking youtube channel. Kahit ako ay blind, naghahanap ako ng alternative na mapagkukunan ng ikabubuhay.” (“Now, I have over 700 subscribers in my Youtube channel. Even if I am blind, I am still able to look for an alternative means of income to survive.”)

Larry is more optimistic that better days are coming for him and his family, regardless of how small his present earnings are.



Photo © Judgefloro / Wikimedia Commons

**III. IMMEDIATE
RELIEF
AND EARLY
RECOVERY
OF DISASTER
VICTIMS/
SURVIVORS
ENSURED**



SOCIAL AMELIORATION PROGRAM (SAP) AIDS ECO-TOURISM WORKERS

FIELD OFFICE 7

The Bojo River Cruise was an eco-tourism attraction in a fishing village of Aloguinsan in Barangay Bojo. The 3-hour river cruise in small bancas floating along the emerald green waters of the 1.4-kilometer river was a favorite among tourists who wanted a picturesque setting rich in a variety of flora and fauna.

Since it opened to the public in 2009, tourist visits increased and generated jobs in the community, especially for fishermen, farmers, and housewives. But at the onset of the COVID-19 pandemic, the entire country was placed under a state of public health emergency, as more and more COVID-19 cases were confirmed.

"Nag-end mi sa among tour pag March 15 ug kini naka-apekto gayud sa panginabuhian sa among mga miyembro," ("We ended our tour operation on March 15 and it affected the livelihood of our members tremendously,") Rudney Carcuevas said. Rudney is the President of the Bojo Aloguinsan Ecotourism Association (BAETAS).

SAP BENEFICIARIES

There are more than forty active members of BAETAS, and twenty-four are eligible beneficiaries of the SAP. One of these beneficiaries is fisherman Lito Alvarado.

"Kung wala mi sa among panagat, didto mi mo-duty sa BAETAS aron pag-entertain sa mga guests,"

("If we were not in the sea to catch fish, we worked in BAETAS and entertained guests,") said Lito.

"If we were not in the sea to catch fish, we worked in BAETAS and entertained guests," said Lito. As a river cruise guide, Lito educated guests on the different species of mangroves and trees (including their scientific names) that are present along the river.

The Alvarado family is also part of DSWD's 4Ps. Two out of their five children received education grants, health grants, and rice subsidy. As an additional source of food, their family maintains a backyard garden.

Another DSWD program beneficiary is the family of Merelyn Dales, a barangay day care worker



nakatabang kini og dako sa among pamilya ug pinaagi niini nakahatag ko allowance sa akong anak nga gaeskwela sa college," ("Aside from the minimal honorarium I earned as a day care worker, the subsidy greatly helped our family. I was able to provide an allowance for my child studying in college,") added Merelyn.

Merelyn was part of the housekeeping team of the association that also welcomes the guests and prepares their food and beverages. According to her, as the caretakers of the Bojo River, it is the association's duty to maintain the cleanliness and the sustainability of the place.

Fisherman Primitivo Cañete, another river cruise guide, agrees. *"Isip mananagat, sa dagat man nato kuhaon atong panginabuhian mao nga angay natong ampingan ug protektahan ang kinaiyahan,"* ("As fishermen, we get our livelihood from the sea so it is important that we preserve and protect nature,") said Primitivo.

Primitivo's family is one of the waitlisted families of SAP in Barangay Bojo. He was not able to receive the government's aid during the first tranche. But on August 21, 2020, he received the emergency cash subsidy through an onsite payout of a Special Disbursing Officer from DSWD Field Office VII for their first and second tranches with a total amount of Php12,000.00.

Primitivo spent the financial subsidy by buying basic necessities like rice, viands, and saved the rest for future use. *"Tipigan nako ang kwarta nga nadawat kay dili ta kabalo, simba ko, kung mubagyo ba o unsa man nga kalamidad nga muabot, naa mi dali nga makuhaan,"* ("I will save the money that I received because we do not know what will happen in the future, if there will be a calamity, we already have some savings,") said Primitivo.

Lito, Merelyn, Primitivo, and the rest of BAETAS hope that better days are coming. They can't wait to welcome their guests once again and share the beauty of the Bojo River and the gracious spirit of their community.

and also another member of BAETAS. Her family belongs to the UCT program and received the emergency cash subsidy under SAP.

"Ang among nadawat nga kwarta kay gigamit alang sa among adlaw-adlaw nga konsumo labi sa pagkaon ug maintenance nga tambal para sa akoa kay asthmatic man ko ug ang akong bana kay adunay highblood," ("The financial aid was used to purchase food and maintenance medicines because I am asthmatic and my husband has high blood pressure,") said Merelyn. Merelyn is grateful for being part of BAETAS because it provided an alternative livelihood for her within their community.

"Gawas sa akong pagka day care worker nga gamay ra pud nga honorarium akong madawat,



A MOTHER'S PERSEVERANCE

FIELD OFFICE 5

Surviving the COVID-19 pandemic is not easy. It is not just the virus that people are afraid of, but also losing their livelihood. Among the greatly affected is Marjorie Nocos, a 44-year old solo parent of Barangay Minto, Guinobatan, Albay, who sells vegetables to feed her four children.



According to Marjorie, one of the problems during the community quarantine was the lack of transportation to haul her vegetables to the market.

"Upang malampasan ito, kailangan ko gumising nang maaga at maglakad galing sa bahay papunta sa sentro para magtinda. Kailangan mo magtiyaga para makabenta," ("To resolve this problem, I wake up early and walk from home to downtown Guinobatan to sell my vegetables. I needed to work harder in order to earn income,") Marjorie said.

To provide assistance for poor or low-income families during the pandemic like Marjorie, DSWD gave emergency subsidies under the SAP. Eligible beneficiaries receive PhP5,000.00 each for two months. However, for the second tranche of SAP, only the province of Albay received the PhP5,000.00 subsidy for the month of

May following the Memorandum of Executive Secretary dated May 02, 2020 for ECQ areas.

For the first tranche of SAP, Marjorie used the assistance as capital for her vegetable business. *"Idadagdag ko ulit yung ayuda bilang puhunan para lumago at hindi mawala yung binigay ng gobyerno,"* ("I invested on my vegetable business so the subsidy doesn't go to waste,") Marjorie said.

Marjorie is one of the thousands of people who persevered to survive this crisis. Every step she takes going to downtown Guinobatan is a greater sacrifice with the threat of contracting the virus. But there is nothing stronger than a mother's love for her family and the will to survive.





OLD BUT FIGHTING: A SENIOR CITIZEN'S STORY

DRMB FIELD
OFFICE 2



When her husband died of a stroke almost five years ago, Aurora Centeno was left all alone to care for her nine children. Due to financial problems, only one of her children was able to finish her studies, while the remaining eight worked to help Aurora pay the bills. Today, Aurora is already sixty-three years old, and can barely work on heavy tasks anymore.

But during the pandemic, all of her children lost their part-time jobs.

Anxious, Aurora cannot stop thinking about where to find money to feed her children and grandchildren.

In times of crisis, gardens play an important role in community resilience, food security, and recovery. DSWD FO2's Climate Change Adaptation and Mitigation thru Cash for Work encouraged the municipality of Aparri to implement a community project, and chose communal gardening, or the *Gulayan sa Barangay*.

During the ten days work, Aurora observed that the program is a place to practice teamwork. Working effectively as a team can be enormously challenging, but rewarding.

"Malaki ang naitutulong ng Communal Garden samin sapagkat dito kami kumukuha nang aming makakain. Dito, natutunan naming maging responsable na panatiliing pagyamanin ang aming communal garden, at hindi laging umasa sa lahat ng tulong ng gobyerno," ("Communal Gardening helped us a lot because we get our food here. We learned to be responsible, and not always depend on government assistance,") said Aurora.

"Matanda man ako, lumalaban at lalaban parin, ang aking pamilya ang dahilan upang magpatuloy, sa programa ng DSWD magpapatuloy ang pagtulong samin upang mapagaan ang aming pamumuhay." ("I may be old but I am still fighting for my family. They keep me going. I believe that DSWD programs will continue to help us improve our lives.")

Even though Aurora is a senior citizen, she can still be a productive member of her community and contribute to her family's needs.



FINDING RELIEF DURING TAAL VOLCANO'S ERUPTION

PCUP

In the beginning of 2020, the Taal Volcano eruption brought so much damage across the Batangas Province and its neighboring towns, it put the country under a state of calamity. Because of this, many residents were left homeless, and the fear of another eruption triggered an evacuation to different centers and schools.

The Presidential Commission for the Urban Poor and the Federation of Filipino-Chinese Chambers of Commerce and Industry, Inc., donated 10,000 relief goods, including 'tikoy,' to affected evacuees on January 22, 2020.

Mineral water, rice, canned products, and non-food items were donated to the residents staying in the evacuation centers. Porridge and champorado were also cooked for breakfast. Even if the road to recovery is long and difficult, the provided relief might be temporary, but the kindness will be remembered for the rest of their lives.



JASON FINALLY COMES HOME

FIELD OFFICE 12



SARANGANI PROVINCE—After two hours of walking from the verdant mountains of Sarangani, Jason (not his real name), 30, was immensely excited and sad meeting his daughter for the first time. From afar, he heard the giggling of a curly-haired child in the small nipa hut at the top of the hill, amidst the chirping of crickets. Heavily drenched and thrilled, he introduced himself with his sweetest smile and hugged her tight,

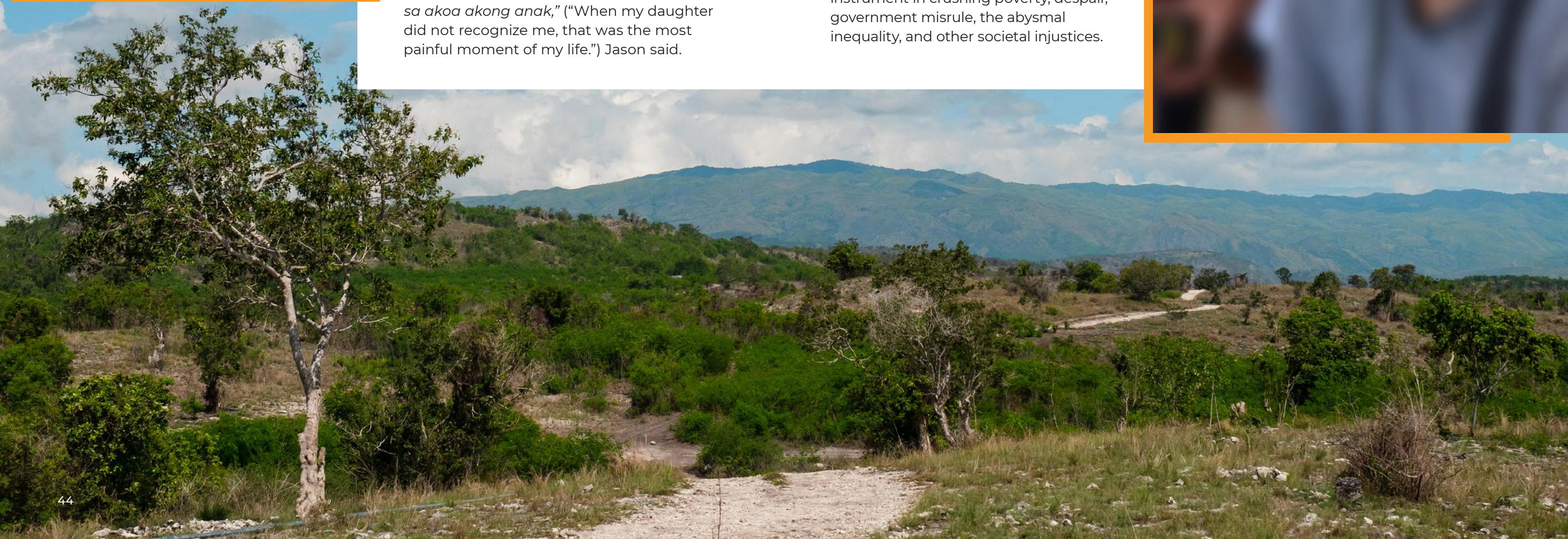
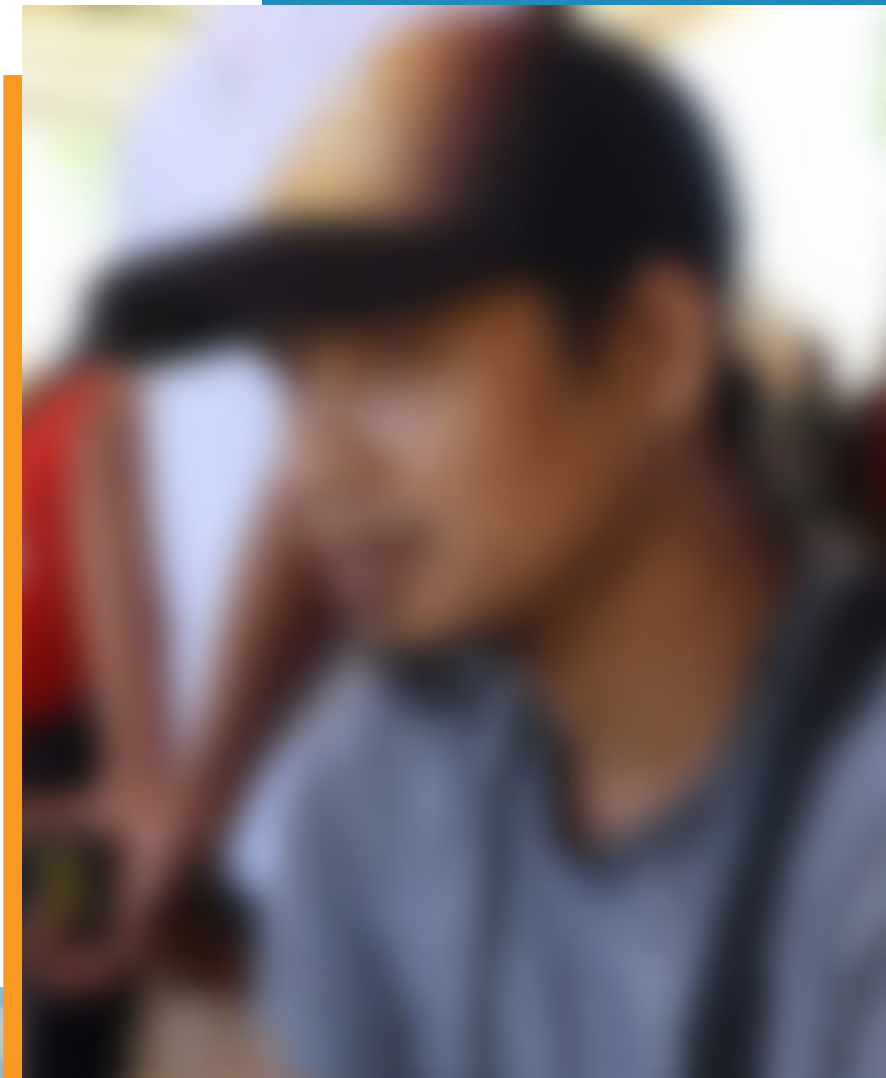
“Jenny, Ako si Papa.”
(“Jenny, I’m your father.”)

The startled child cried heavily and struggled to escape from her father’s arm, as if her life was in danger.

“Kadto na ang isa sa pinakamasakit nga akong nabati. Dili ko kilala ug ayaw magduol sa akong anak,” (“When my daughter did not recognize me, that was the most painful moment of my life.”) Jason said.

For nine years, Jason worked as a front leader of the New People’s Army (NPA). The NPA is the armed component of the Communist Party of the Philippines, who waged a Maoist-style insurgency against the government for more than 50 years. Jason convinced many of the youth living in destitute areas of southern Philippines to be part of a new generation of communist fighters.

Jason was the second of seven siblings and belonged to one of the poorest of the poor families, from a mountainous village in Cotabato Province. He wanted to become a soldier, but went underground as a left-wing activist, after he was convinced that he can be an instrument in crushing poverty, despair, government misrule, the abysmal inequality, and other societal injustices.



IDEOLOGICAL ENTRAPMENT

Jason started in the communist rebel movement when he attended the indoctrination session. Recruits were mostly in their 20s and 30s. Instead of holding a pen and paper in school, Jason lugged M16 rifles and grenade launchers. After three years, Jason became a front leader operating in one of the elite groups guarding the peripheries of Sarangani Province, Davao Del Sur, and Davao Occidental, with 86 members. As a youth leader, born and raised in a village where government services can barely be felt, the then twenty-one year old Jason was tasked in anti-government campaigns.

“Akong ginasigurado nga masuko ang mga tao sa gobyerno ug ang pag-asa mao ang pagsulod sa kalihukan sa kabukiran,” (“I always made sure that people hated the government and the only hope for change is to join the guerilla movement,”) Jason said.

Believing that the NPA has the right to impose the levy in its territory, he was involved in intensive collection of taxes needed for the movement to fund services for its communities. Refusal to pay such taxes led to attacks and other violent extremist activities.

“Ang strategy sa NPA kay i-trap ang mga miyembro para makahimo ug krimen, so wala ka na choice kung di magtago sa kabukiran,” (“It was a strategy to trap members by pushing to commit crimes, then leaving them with no choice but to hide in the armed movement forever,”) Jason explained.

There were moments that Jason thought of coming home to see his parents and siblings, but the organization always came first, and family comes second.

“Nagsaka ko ug bukid kay sa gutom ug kapobrehon unya mas sobrang kagutom pa akong nabati sa kalihukan. Sa kadugayan,



nangando’y ko ug normal nga kabuhi ug walay kahadlok,” (“Hunger and poverty made me decide to join the guerilla movement but it was also an unbearable experience of struggles. After years of armed struggle, I want to live a normal life, a life without fear,”) Jason said.

BACK TO THE FOLDS OF THE LAW

The turning point for Jason, was when President Rodrigo Duterte signed Executive Order 70, institutionalizing the whole-of-government approach in attaining peace by ending local communist armed conflict in the country.

By then, Jason was already married to a fellow NPA member and had two children, who were left with his parents. It was more than a year before his daughter saw him again.

“Dili naku gusto nga magpareho sa akoo akong anak,” (“I don’t want my children to follow in my footsteps,”) he said. *“Kaya ko ang ginapabuhay sa kalihukan pero dili naku kaya makita akong mga anak nga walay kaugmaon,”* (“I can’t accept the idea that my children will have no future,”) he said.

Jason wanted to show that there is life after the armed struggle—a peaceful and productive life, should anyone like him decide to surrender. In the

midst of the pandemic, the government continues its campaign to convince NPA members to start a new life. For Jason, he finds the government’s sincerity in attaining lasting peace in the countryside.

NEW LIFE JOURNEY

Jason convinced his followers to join him again, but this time, to wave the white flag and surrender. Together with his wife, and 80 out of the 86 NPA members he used to lead, they all availed of the government’s Enhanced Comprehensive Local Integration Program or E-CLIP. He underwent a month long de-radicalization program. They availed of the government package of housing, livelihood, health, and education from various national government agencies.

Today, Jason lives happily with his wife and children. He helps the Philippine Army prevent other youths from being lured by the false promises of the communist rebel movement. He and his daughter have a loving relationship, and his heart swells every time he hears the sweetest word from her voice, *“Papa.”*





CLIMATE, CHANGE, ACTION!

NCIP

The Risk Resiliency Program for Climate Change Adaptation and Mitigation (RRP-CCAM) is one of the programs DSWD implemented in ancestral domains in the Davao Region. These interventions started in 2016 to support the Integrated Ancestral Domain Development approach to implement Culturally Responsive Economic Programs of NCIP like climate change adaptation, disaster risk reduction, and building and sustaining a resilient community.

The projects provided further assistance to the beneficiaries in maintaining ecological balance, and restore denuded areas for the present and future generations. Activities included maintenance of existing plants and hedgerows, established nurseries, planting of bamboo and endemic species of trees, high-value crop production, and vegetable production. These increased vegetation in the project sites and IP beneficiaries are now enjoying the fruits of their labor.

In 2020, Php 2,970,000 funded Cash-for-Work projects provided income to IP families during the pandemic.

IV. CONTINUING COMPLIANCE OF SOCIAL WELFARE AND DEVELOPMENT (SWD) AGENCIES





STANDARDS ARE ESSENTIAL

STANDARDS BUREAU

Even with the risks brought by the pandemic, DSWD ensured the Social Welfare and Development Agencies (SWDAs) compliance to standards in delivering social welfare services.

SWDAs refer to a non-stock, non-profit corporation, organization, or association, implementing or intending to implement social welfare and development programs and services in the Philippines. Its clients may include, but are not limited to, the poor, disadvantaged, and vulnerable individuals, groups, families, and communities.

The Standards Bureau (SB) streamlined DSWD's regulatory services and maximized the use of technology for virtual assessments, continuous implementation, and the delivery of quality regulatory services. This minimized physical contact and created a more convenient process.

DSWD conducted Webinars on Registration, Licensing, Accreditation, and Public Solicitation. The webinars explained the regulatory services, and the importance of securing necessary permits to make their activities legitimate. These webinars reminded them to comply with the regulatory requirements to maintain transparency and accountability among their clients and beneficiaries.

After complying with all the prescribed requirements, Certificates of Registration are issued to the organizations.

Then, a License to Operate and a Certificate of Accreditation will be issued as proof of official recognition of the quality delivery of the SWD programs and services.

With an annual target of 16 SWDAs, 58 SWDAs (362.5%) were assessed and issued 55 Certificates of Registration (343.8%).

79 SWDAs (526.7%) were assessed, and 53 (503.4%) were issued a License to Operate.

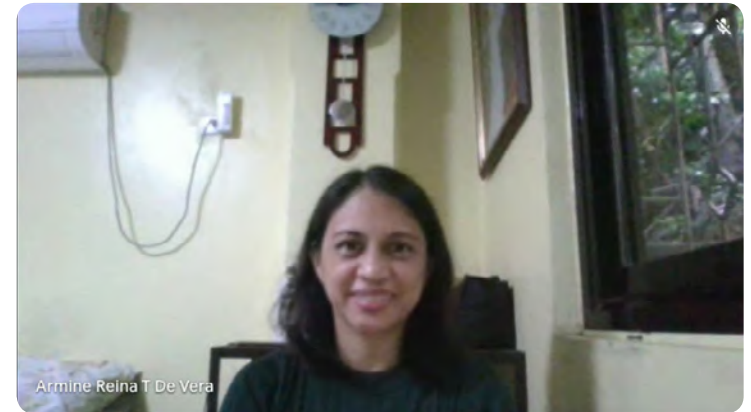
70 NGOs (80.5%) were assessed for accreditation for their SWD programs and services, and 48 (55.2%) social welfare agencies were issued Certificates of Accreditation.

18 DSWD Centers and Institutions (257%) were assessed while 15 (214%) were issued a Certificate of Accreditation. For the LGU-run facilities, 11 (143%) were assessed, 7 (100%) were accredited.

For the Senior Citizens Centers, 21 (160.5%) were assessed, and 9 (112.5%) were issued Certificates of Accreditation.

84 Social Workers Managing Court Cases (350%) were assessed, and 49 (204.2%) were issued with Certificate of Accreditation.

For National Fund Raising Campaign (NFRF) or public solicitation, 206 (1030%) applications were processed from individuals, organizations, and profit corporations. Of these applications, 184 (920%) were favorably endorsed and signed by Secretary for the issuance of authority to conduct NFRF. Of the 184, 173 were issued temporary (emergency) permits for the COVID-19 pandemic; while 11 were issued with regular NFRF permits.



**V. DELIVERY OF
SOCIAL WELFARE
AND DEVELOPMENT
(SWD) PROGRAMS
BY LOCAL
GOVERNMENT
UNITS, THROUGH
THE LOCAL SOCIAL
WELFARE AND
DEVELOPMENT
OFFICES,
IMPROVED.**



100 KATIPUNEROS SURRENDERED TO YAKAP BAYAN FIELD OFFICE 1

100 Katipuneros in Santol, La Union went through the community-based Yakap Bayan Program. Yakap Bayan aims to provide a concrete and sustainable system of rehabilitation and continuum of care for former drug users and support measures for the strengthening of families and communities. Culture is integrated into solutions and utilizes available resources and programs in the locality.

“Noong pumutok itong sinabi ni President Duterte na war on drugs ay hindi namin alam kung ano ang kahihinatnan, ngunit mabuti na lang at may ibinabang Yakap Bayan Program ang DSWD. Kaya dito sa Santol, La Union ay lubos

naming tinanggap ang programa upang matulungan ang ating mga kababayang nalihis ang buhay. Hindi lamang po ang ating Katipuneros ang natulungan, kundi pati na rin ang kanilang pamilya kaya lubos po ang aming pasasalamat,” (“When President Duterte declared a war on drugs, we did not expect a tremendous amount of drug surrenderers. DSWD rolled-out the Yakap Bayan Program to help citizens who lost their way. Not only our Katipuneros (drug surrenderers) were helped but also their families, so we are very grateful,”) shared Mayor Magno Wailan.

DSWD continues to encourage all local government units (LGUs) of the region to adopt the Yakap Bayan Program to provide interventions for drug surrenderers and empower them to be productive citizens and community leaders.

“Noon, kapag na-involve ka sa droga ay iba ang paningin, para kang may sakit na nakakahawa pero hindi ganoon ang pagtingin ng DSWD kaya nabuo ang programang ito ng gobyerno,” (“Before, when one gets involved in drugs, people treat you differently, like you have a contagious disease. But DSWD has a different view that is why this program was created,”) DSWD Field Office 1 Regional Director Marcelo Nicomedes J. Castillo said.



Photo © Judgefloro / Wikimedia Commons

“

Before, when one gets involved in drugs, people treat you differently, like you have a contagious disease. But DSWD has a different view that is why this program was created.

”

EMBRACING YAKAP BAYAN

FIELD OFFICE 10

Four local government units in Northern Mindanao adopted the Yakap Bayan Program in their own social development interventions in December 2020, to better assist recovering persons who used drugs (RPWUDs).

Together, the DSWD Field Office X and the municipalities of Sugbongcogon, Misamis Oriental, Kapatagan, Lanao del Norte, Tudela, Misamis Occidental, and Pangantucan, Bukidnon, formulated and coordinated policies that can deliver basic social protection and social welfare services to RPWUDs in the most effective means.

Despite the health threats during the pandemic, the DSWD Field Office X worked closely with these four local government units to implement the Yakap Bayan Program in Sugbongcogon, Kapatagan, Tudela, and Pangantucan.

DSWD Field Office X also strengthened its partnership with National Government Agencies, and encouraged other LGUs to adopt YB, and sought the support from the Regional Development Council (RDC) through an RDC Resolution.





BALETE TOWN COMPLETES 13.6M QUARANTINE FACILITIES

FIELD OFFICE 6

The town of Balete, Aklan completed its P13.6M hospital-like community-based quarantine facilities to serve residents, returning OFWs, and locally stranded Individuals infected with the highly contagious coronavirus.

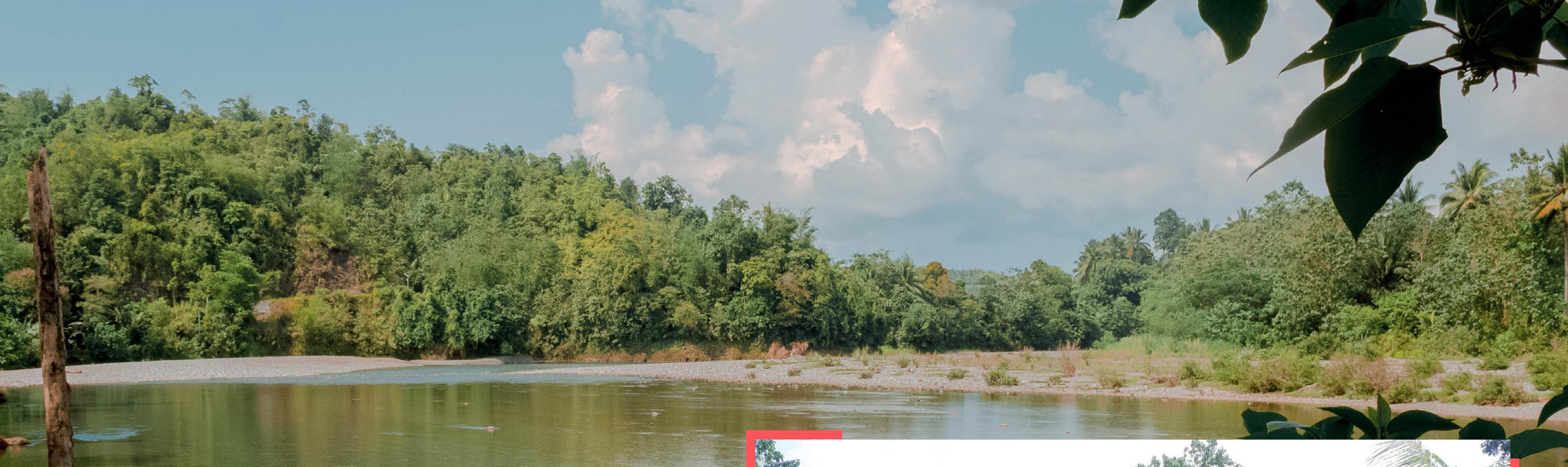
The P13.6 million projects were funded under the Kalahi-CIDSS Disaster Response Operations Procedure (DROP) of DSWD, with counterparts from the barangay and municipal governments.

The DROP implementation was prompted by Proclamation No. 922, declaring a State of Public Health Emergency and facilitated the mobilization of resources, and eased the processes including the procurement of critical logistics and supplies.

The three community-based quarantine facilities are located at Barangays Aranas, Fulgencio, and Cortes. These communities were identified as strategic barangays to provide easier access to ten barangays.

The isolation facility in Barangay Aranas amounted to P7.4 million. It has six isolation rooms with a toilet and bathroom, a doffing area with toilet and bathroom, reception area, medical equipment, and perimeter fence.

The structure was constructed on the property owned by the local government. It has separate entrance and exit areas for health care workers and patients.



The isolation facility in Fulgencio has three isolation rooms, a doffing area, and decontamination area. All the rooms have toilets and bathrooms. It also has separate entrance and exit areas for health providers and confirmed cases. The project amounted to P3,064,000.

The quarantine facility in Barangay Cortes features a three-unit isolation room, donning area, and doffing area. All have their own toilet and bath. The project amounted to P3.1 million.

“The projects are responsive and were built timely and efficiently,” DSWD Assistant Regional Director for Operations Bagolcol said. During the turn-over, Bagolcol assured DSWD’s full support for the poor and marginalized sectors.

Kalahi-CIDSS provided Balete with P13.5 million grant while the LGU has a counterpart of P79,000 to complete the construction of the three quarantine facilities.

“Kalahi-CIDSS is a vital factor in the development of small LGUs such as Balete,” said Mayor Caliso as he expressed his gratitude because structures like those cannot be found in 4th class municipalities like Balete.

Caliso assured they will fully-maximize the use of the structures to address the needs of the people. A portion of the structure is also allotted for other health-related purposes after the pandemic. The local government unit is now working for the Philhealth accreditation.



CORTES ALLOCATES 14.6M FOR SUB- PROJECTS FIELD OFFICE 7

BOHOL—In 2015, the municipality of Cortes' five barangays, San Roque, Malayo Norte, Lourdes, New Lourdes, and Loreto, were the first to receive funding for their proposed sub-projects from Kalahi-CIDSS.

For four years, LGU Cortes has acquired almost P23 million worth of sub-projects and capability building from Kalahi-CIDSS for its fourteen barangays. Mayor Lim shared that Kalahi-CIDSS helped Cortes maximize its development funds where P22.9 million was given as local counterpart contribution.

Lim said that most of the sub-projects built daycare centers, barangay access roads, street lightings, solar driers, and school buildings.

When Kalahi-CIDSS ended in 2019, Cortes Mayor Lynn Iven Lim established a CDD office that manages the projects of the town. In 2020, LGU Cortes allocated P14.6 million for its CDD projects for ongoing road concreting projects in barangays Salvador, Rosario, and Upper Dela Paz worth P1.5 million each.



LOBOC: EXEMPLARY LGU IN SAP IMPLEMENTATION

FIELD OFFICE 7

The Loboc River is a premier tourist destination in the Province of Bohol. Small bancas or floating restaurants take visitors along the winding river, surrounded by nipa palms, coconut, and banana trees. Tourists poured in the quaint town of Loboc, and provided jobs and boosted the local economy.



However, when the entire province of Bohol was placed on community quarantine due to the COVID-19 pandemic, iconic tourist sites were closed like the Loboc Tourism Complex and the Loboc Eco-Adventure Park.

DSWD provided an emergency subsidy from Php5,000 to Php8,000 per family to about 18 million poor families severely affected by the COVID-19 crisis. The subsidy represents the minimum wage rate per region, meant to provide basic necessities such as food, medicines, vitamins, and hygiene essentials. For Central Visayas region, SAP beneficiaries received an amount of Php6,000.00.

"I am happy and grateful to the national government for the cash aid to our Boholano less fortunate brothers and sisters from DSWD. To fast track the submission of the list of beneficiaries, we ordered the barangay officials to cover 62% of the families in their barangay and the list of beneficiaries that they would submit has to be validated by the MSWDO and DSWD staff," said Mayor Leon A. Calipusan.

Before the actual payout, the LGU initiated consultation meetings and technical assistance with the Barangay Officials and oriented them on the guidelines including how to fill-out the SAC forms. After the simultaneous payouts, the LGU also conducted a house-to-house delivery of cash subsidy to 16 senior citizen recipients.

To address complaints on exclusion errors, a Grievance Center catered to public concerns, with MSWDO Head Analou Luayon as the overall Grievance Officer. The school administrator of the Loboc Learning Center for Excellence, was assigned as the Media Officer to address all queries from the local media. Twenty eight validation teams were also created to identify ineligible beneficiaries.

Photo © Renz Rueda/ Wikimedia Commons



OVER 71,000 CHILDREN BENEFIT FROM FEEDING PROGRAM FIELD OFFICE CARAGA

With its diligent efforts to strengthen the enactment of the Republic Act 11037 or the “Masustansyang Pagkain Para sa Batang Pilipino Act,” the DSWD Field Office Caraga’s Supplementary Feeding Program (SFP) served 71,833 children all over the region. Sixty one LGUs finished the 10th cycle implementation of the feeding program, utilizing a total Php114,212,986.00 million.

The SFP is part of DSWD’s contribution to the Early Childhood Care and Development (ECCD) Program of the government.

The food supplementation in the form of hot meals served to children five to seven days a week for 120 days. An amount of Php15.00 per child per day is allocated.

Target beneficiaries include two to four year-old children in the Supervised Neighborhood Play (SNP), three to four year-old children enrolled in Child Development Centers (CDC), and five year-old children not enrolled in the DepEd preschool but enrolled in CDCs.

Due to the COVID-19 Pandemic, the LGUs through the Child Development Workers (CDW) and SNP workers, in coordination with the Barangay Nutrition Council or Scholars, strictly applied the minimum health and safety protocols and distributed food items based on the preferred modality.

DSWD field workers assisted in the inspection of perishable and non-perishable goods together with the LSWDOs, and delivered the goods to CDWs all-over the region.

This initiative is part of the continued social preparation and implementation of the feeding program, covering the 2019 and 2020 cycles, until the required 120 feeding days of the program is completed.

With its aim to prevent regression of the current nutritional status of the beneficiaries amidst the pandemic, DSWD FO CARAGA ensures all the provisions and guidelines due to the current national state of emergency are applied in the implementation of the supplementary feeding program.



PANDEMIC CHECK KWENTUHAN

CWC

On November 4, 2020, the Council for the Welfare of Children (CWC), conducted a webinar, *“PandeMIC Check: Kwentuhan with the Local Chief Executives on their Experiences in Protecting Children and their Rights during COVID-19,”* to promote the best practices in upholding the best interest of children in the time of the pandemic.

During the discussion, Congresswoman Dahlia Loyola shared the integrated service approach in Carmona, Cavite’s 5th District, where they launched a mobile circumcision program, house-to-house immunization, and vitamin distribution and supplemental feeding to preschoolers.

Iloilo City Mayor Jerry Treñas shared the oil spill problem that damaged the livelihood, mangrove areas, and the protected areas of the city. All evacuees affected by the oil spill transferred to decent centers and returned to their respective homes after the spill was managed. During the ECQ, the city encouraged mass testing, launched *“Ilonggo Pandesal,”* a collaboration of four Ilonggo corporations that extended assistance to poor families, the Uswag Kitchen Patrol, and the Community Kitchen that served meals to front liners and provided food in all barangays, distributed cloth facemasks to residents, provided sewers with job opportunities, established dorms that housed front liners, developed modules for daycare students, cascaded local health protocols to the barangay level, and established the city’s own COVID laboratories.

While in Baguio City, Mayor Benjamin Magalong shared that daycare workers prepared modular sessions for parents, hygiene kits were distributed to children, and implemented the ordinance prohibiting children from going outside their homes. The city distributed vegetable seeds to all barangays to encourage urban gardening, and held baking and cookies-making workshop in barangays and Silungan centers. The eighteen family resource centers helped monitor cases of possible abuse and neglect, and provided counseling to affected families.

The community leaders expressed their intentions to replicate each other’s best practices, and identified the need for sustainable programs to help families earn for themselves.

USEC. Cajayon-Uy concluded the discussion encouraging panel members to spearhead stress management programs for children, particularly through the formulation of a Joint Memorandum Circular, through CWC’s technical assistance.





JJWC SALUTES DAVNOR FOR STEPPING UP ITS GAME IN MAINTAINING A COVID-FREE BPA

JJWC

The Juvenile Justice and Welfare Council (JJWC) commends Davao del Norte Bahay Pag-Asa for securing the welfare of its residents and employees amidst the COVID-19 Pandemic.

The Level 2 accredited Bahay Pag-Asa located at Poblacion, New Corella, Davao del Norte conducted an orientation informing the ill effects of the COVID-19 virus, proper hygiene, measures to avoid infection, and the new guidelines and policies in the center.

The nurse provided regular updates on the health crisis situation and gave health management sessions during daily morning meetings.

A psychologist provided closed door counseling to emotionally affected individuals. Residents were allowed to communicate with their families through call and text. Social workers updated the status of the children inside the center to their families and other residents.

When Davao del Norte announced its General Community Quarantine status, the center lifted the family visitation ban. Based on its new guidelines, visitors must obtain a schedule prior to their visit, and limited to two individuals per resident, health protocols must be observed, and the giving of items are temporarily prohibited.

Residents scheduled for discharge were held at the temporary tent inside the center's compound with one representative from the parent or guardian, the LGU, and the barangay council for a quick discharge conference, was the final preparation for the minors' reintegration to their family and community.

The JJWC encourages other Bahay Pag-Asa, youth care facilities and rehabilitation centers to use the updated protocols to help continue protecting children's rights during the pandemic, and for the LGUs to share their own successful practices so others can also learn and apply them.

2021 DSWD THRUSTS AND PRIORITIES

ADMINISTRATIVE ORDER NO. 20 SERIES OF 2020

I. RATIONALE AND CONTEXT

The Department of Social Welfare and Development (DSWD) as lead in social protection, remained steadfast in fulfilling its mandate. But in light of the new normal, the organization was confronted with newer and more complex challenges. The Department will need to respond to the demands of the emerging national situation, and the pursuit of its Performance Governance System (PGS) Proficiency journey along with its strategy implementation. However, with the advent of the COVID-19 pandemic, the trajectory of the Department's implementation of programs as well as adopted Strategies¹ was adversely affected.

In March 2020, the President signed the Bayanihan to Heal as One Act (RA 11469) which aims to adopt and implement measures to prevent further spread of the COVID-19, and mitigate its adverse socio-economic impact. Consequently, DSWD issued an Administrative Order (AO) No. 03, s. 2020 or the DSWD COVID-19 Response and Recovery Plan 2020-2022 underscoring the implementation of Social Amelioration Programs (SAP) for affected low-income families through emergency subsidy.

But besides the pandemic, the Department will also need to consider the implementation of Mandanas ruling wherein some of the programs and projects of the Department will be devolved to the

LGUs. With these current developments, an interim plan or the SULONG (Strategic Focus Utilized to Leverage Our Nation's Good Governance) Recovery Plan 2021-2022² was crafted. The Plan also contributes to the implementation of DSWD commitment to National Action Plan (NAP) Phase 3, RECHARGE PH, National Expenditure Program for FY 2021 among others.

The DSWD continues to pursue the PGS Pathways for it to transform as an organization transitioning to the new normal. Thus, for FY 2021, the Thrusts for the whole Department are the initiatives that will contribute to the achievement of the said plans. This document also identified the Priorities for the whole agency as directed by the Secretary.

II. OBJECTIVES

This document shall guide and direct all DSWD Clusters, Bureaus, Services, National Program Management Offices, and Field Offices in the formulation of strategic deliverables, work and financial plan, office performance contracts and operational guidelines for program implementation.

¹ DSWD Administrative Order No. 5 s. 2020 entitled, Adoption of PGS Pathways, DSWD Strategy Map 2028 and DSWD Governance Scorecard

² The Plan will serve as an interim plan and a building block for the strategy that was originally designed based on DSWD AO 5 s. 2020

III. THRUSTS³ FOR THE DEPARTMENT

The following thrusts contribute towards the achievement of DSWD's Strategic Focus and the DSWD SULONG RECOVERY PLAN 2021-2022:

1. Implementation of DSWD SULONG Recovery Plan 2021-2022

The DSWD SULONG Recovery Plan is envisioned to contribute to the protection of vulnerable sectors through responsive and appropriate social protections programs and services. The Plan serves as an interim strategy and a building block for the strategy that was originally designed. It serves as the preparation of the Department to operate in the context of the Mandanas Ruling and be the way of capacitating the orgar transition to the new normal. Hence, it will also operate amidst both pandemic and within the Mandanas Ruling in place. The implementation of the DSWD SULONG Recovery Plan will be subjected to the PGS Proficiency Audit.

As “Detour” implementation of the strategy, the recovery plan contained six (6) strategic priorities. The first strategic priority (SP1) aimed at reaching and providing protective and promotive recovery assistance to individuals, families and communities through the programs included in this plan as:

PROGRAM	TYPE OF RECOVERY ASSISTANCE	TYPE OF CLIENT/BENEFICIARIES	TARGET TO SERVED
Assistance for Individual in Crisis Situation (AICS)	Protective	Individuals	819,228
Center & Residential Care Facilities	Protective	Individual (Residential)	11,733
		Individual (Non-residential)	150
Bangsamoro Umpungan Nutrisyon (BANGUN)	Protective	Families (Badjaos)	1,000
Balik Probinsya, Bagong Pag-asa	Promotive	Families	3,496
Livelihood Assistance Grant (LAG)	Promotive	Individual	107,264
KALAHI-CIDDS NCDDP	Promotive	Households	732,500
		Communities	776

Included also as part of the plan under SP2 is to provide technical assistance and functionality of the LGUs in terms of their capacities to deliver social protection programs and services. For 2021, the Service Delivery and Capacity Assessment Tool shall be enhanced and provision of technical assistance shall use the digital platforms. SP3 intends to ensure compliance of 200 SWDAs to social welfare standards and regulations through the registration, licensing, and accreditation program, while simultaneously preparing and developing the 17 DSWD center and residential care facilities to become certified Centers of Excellence. SP4, SP5 and SP6 focuses on internal organizational improvement to ensure readiness to adapt with the new normal with the following targets:

- 75% of internal and external services compliant to EODB.
- Development and deployment of six (6) information system to support program operations
- All staff to attend at least one (1) capacity building activities about digital system and health and safety protocols
- Surpass previous year's performance by decreasing number of personnel infected by COVID19
- Providing the needed and appropriate support and assistance to all personnel infected by COVID19.

³ Refers to sets of programs and initiatives that will have impact to the whole organization

2. Deeper Impact Assessment of COVID-19 in DSWD Programs and Processes

The pandemic and the new context require the DSWD to further review its programs and processes in order to become more responsive and relevant to its mandate. Further, gauging the impact of pandemic will be crucial to the Department's operations and on the status of implementation of the current strategy.

3. Roll-out of Enterprise Risk Management (ERM)⁴

Enterprise risk management is a process, affected by an organization's executive management, management and other personnel, applied in strategy setting and across the enterprise or the organization, designed to identify potential events that may affect the entity, and manage risk to be within its risk appetite as well as exploiting opportunities, to provide reasonable assurance regarding the achievement of entity objectives.

To support the strategy implementation of the Department, the ERM as an essential part of good governance intends to drive a culture of everyone taking responsibility for risk; empower all the people within the Department to make informed decisions; and enhance performance and organizational resilience. As a result, it influences the DSWD organizational culture to better manage risks and maximize opportunities.

4 2019 Committee of Sponsoring Organizations of the Treadway Commission (COSO) Definition



4. Strengthened Organization Development Interventions for new normal (leadership, change management, capacity, and competencies)

In support to the implementation of DSWD programs and services using innovative modalities such as but not limited to digital platforms, there is a need to strengthen organizational processes to become compliant to Ease of Doing Business (EODB) particularly policies and processes needing re engineering as well as responsive to the needs of the time. Further, it is deemed necessary to improve ICT systems, facilities and infrastructures to increase technological capacity and improve productivity taking into account the health and safety of its human resources.

This also includes the upgrading of workforce' competencies that are adept to the demands of the new normal. It primarily includes revisiting and enhancing the job description and competency dictionary of different job titles that will best fit the organizational need at present time. Consequently, selection of leaders and managers who can best drive the organizational reform and demonstrate leadership model.

5. ISO Certification of New Processes based on New Normal

The ISO certification intends to prepare the Department to which almost all OBS has committed to deliver in support for the improvement of organizational processes - should be based on the new processes to be responsive to the new context.

6. Transition Plan for Devolution or Mandanas Ruling

The Department should have a programmatic approach as it anticipate for FY 2022 or the full implementation of the Mandanas Ruling. In addition to the preparation of a transition plan, DSWD should also have Organization Restructuring, Institutional Partnership, Capability and Capacity Building, Program Quality Standards for the programs to be devolved and Monitoring and Evaluation processes in place.

7. Transition Planning for the Department of Disaster Resiliency (DDR), and National Commission of Senior Citizens (NCSC)⁵

Similarly, the Department shall prepare as it transitions the programs, human resource, and budget, to newly created or anticipated Government Agencies, as they will be expected to fully implement laws, policies, and programs with regard to their mandates.

8. DSWD Action Plan on Responding to Child and Women Abuse Cases During the Pandemic ⁶

COVID-19 has resulted in an abrupt change of everyone's routine since it imposed mandatory lockdown policies in many countries including the Philippines. One of the prominent gender issues amidst the COVID-19 pandemic are domestic violence and online sexual abuse and exploitation of children (OSAEC). The Department of Social Welfare and Development strongly condemns all forms of gender-biased violence and acts at a local level - where domestic violence usually ensues. DSWD as the Chair of IACVAWC and also Co-Chair and/or member of IACAT and ICACP will meet for possible collaboration - to guarantee that child and women abuse cases during and after the pandemic crisis will be prioritized through gender mainstreaming.

⁵ RA 11350 creates the National Commission of Senior Citizens under the Office of the President

⁶ Section 1.0 of the PCW Memorandum Circular No. 2020-05 entitled, Preparation and Online Submission of FY 2021 GAD Plan and Budgets



IV. PRIORITIES⁷

The following are the priorities for FY 2021 for each cluster. The Undersecretaries as Cluster Heads shall serve as owners of the priorities:

1. Enhance Communication Strategy based on the DSWD SULONG Recovery Plan to be led by the Office of Secretary Group (OSG).
2. Ensure PGS Proficiency by November 2021 to be led by the Office for Strategy Management with full assistance from the PGS Core Team.
3. Achieve 50% ISO certification on the processes based on new normal of all Offices to be led by the General Administrative and Support Services Group (GASSG).
4. Develop the Overall Policy for Continuous Operations using ERM as reference to be led by the GASSG and Disaster Response and Management Group (DRMG).
 - a. Finalization of DSWD Public Service Continuity Plan⁸
 - b. Continuity Action Plans crafted by OBS and Field Offices
 - c. Establishment of Satellite Office in New Clark City⁹
5. Digitalize and utilize online platforms by 1st Quarter of 2021 to be led by OSG in close coordination with the Operations Group, and GASSG.
 - a. Transition to online systems to include: Registration, Social Case Management, Database Management, and Payouts
 - b. Alternative Work Arrangement and Remote Work
 - c. Encryption of Digital Signature¹⁰
6. Improve the function of Agency Operation Center (AOC) to be led by the OSG.
 - a. Augmentation of AOC workforce
 - b. Established unified grievance hub for new and special programs assigned to DSWD as directive by the President or inter-agency/task force
7. Complete Listahanan 3 by 2nd Quarter of 2021, and advocate its use for social protection programs to be led by OSG.
8. Strengthen cooperation and coordination with Attached and Supervised Agencies to ensure harmonization of programs and policies to be led by designated Coach Monitors.

⁷ Refers to sets of activities or intervention that will be specifically delivered by a particular office.

⁸ Per NDRRMC Memo 2018-33, Public service continuity is defined as the capability of a public sector organization to continue the delivery of services at acceptable predefined levels following a disruptive incident (NDRRMC TWG adaptation of "business continuity" from ISO 22300).

⁹ Per Executive Order (EO) No. 119, President Rodrigo Duterte has ordered the establishment of a National Government Administrative Center (NGAC) in New Clark City, Tarlac to serve as "back-up" in times of disasters and emergencies.

¹⁰ Legal Basis: Executive Order (EO) No. 810, s. 2009, otherwise known as "Institutionalizing the Certification Scheme for Digital Signatures and Directing the Application of Digital Signatures in E-Government Services

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