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DEPT. OF SOCIAL WELFARE & DEV'T.
IBP ROAD, CONSTITUTION HILLS, Q.C.

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February 12, 2002

ADMINISTRATIVE ORDER

No. 44
SERIES OF 2002

Subject: **GUIDELINES IN THE PROVISION OF TECHNICAL ASSISTANCE AND RESOURCE AUGMENTATION (TARA) TO DSWD INTERMEDIARIES**

In line with the new mandate of the Department to provide leadership in social welfare and development and in order to operationalize the provision of technical assistance and resource augmentation (TARA) to its intermediaries, the following policy guidelines are hereby issued for the guidance of all concerned.

I. STATEMENT OF POLICY

The Department is mandated under Executive Order No. 15 series of 1998 to provide assistance to local government units (LGUs), non-government, organizations (NGOs) other national government agencies (NGAs), people's organizations (POs) and other members of civil society in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life. One of its roles as articulated in the same Order is that of enabler of LGUs, NGOs, POs and other members of civil society in implementing social welfare and development programs through technical assistance.

Moreover, one of its powers and functions is to provide augmentation funding and resources to partners in social welfare and development.

II. TECHNICAL ASSISTANCE

1. Definition

Technical Assistance (TA) are activities through which DSWD imparts technical and organizational skills and know how to a local government unit, another agency or organization, groups or individuals, specially where the latter seek for such, with the ultimate aim of standardizing and upgrading delivery of basic social services.

2. Objectives

The objectives of technical assistance are (1) to enhance and institutional capabilities for performing given tasks and (2) to achieve a specific set of goals or mission through the provision of external inputs such as experts, studies, research and development logistics, training and equipment.

REPUBLIKA NG PILIPINAS, *437*
KAGAWARAN NG KAGALINGANG PANLIPUNAN AT PAGPAPAUNLAD
(DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT)
BATASAN PAMBANSA COMPLEX, CONSTITUTION HILLS
QUEZON CITY

3. Forms of Technical Assistance

Technical assistance may come in any or all of the following forms:

- a. Training or capability building on a cost-sharing basis, which must be based on training needs assessment (TNA)
- b. Consultation meetings or sessions e.g. on planning and budgeting, program implementation, management of office, facilities and centers, etc.
- c. Demonstration sessions on programs and services and on management of social welfare and development cases of children, youth, women, older persons, families in crisis; disaster management; program development, etc.
- d. Conduct of surveys and studies which includes poverty mapping, environmental scanning, local policy and plan formulation, strategic alliance building, etc. in collaboration with DSWD or other entities.

III. Resource Augmentation

1. Definition

Resource augmentation (RA) is the provision by the DSWD of manpower, funding, facilities and supplies to LGUs, NGOs, POs, and other social welfare and development intermediaries to enable them to deliver basic social services devolved or transferred to them by virtue of devolution, divestment, localization and/or licensing accreditation or those which they developed requiring resources from the national DSWD.

2. Objectives

The objective of resource augmentation is to provide assistance to intermediaries in the delivery of basic social services and/or management of social welfare offices, centers for facilities.

3. Forms of Resource Augmentation

Resource augmentation shall adhere to standard costs of services whenever possible and maybe in any or all of the following forms:

- a. Manpower e.g. deployment of personnel from the national government or provision of support staff/reinforcement in the implementation of programs and services and special projects and during massive disasters.
- b. Funding e.g. transfer and allocation of funds for specific projects undertaken in the LGU, NGOs, POs, and other intermediaries with inadequate funding resources for relief operations, AICS, training of staff and clientele, pilot projects, etc.

- c. Facilities e.g. use of equipment, properties and other assets for continuous operations, provision and delivery of basic services
- d. Supplies and materials to sustain operation of programs / projects / services e.g. relief commodities

IV. Implementing Rules and Procedures

In order to operationalize the provision of TARA, all Field Offices are enjoined to undertake the following:

1. **Conduct of Intermediaries' Needs Assessment (INA)** for each LGUs, NGOs, and POs, which are subject of TARA and part of the social welfare and development sector of the region, using the SWD situationer questionnaire/format developed by the Policy, Plans and Information System Bureau (PPISB) which was shared with the field offices. The assessment shall also take into account the Region's over-all socio-economic, political and cultural situation.
2. **Crafting of TARA Plan and MOA** for each of the intermediaries which will be targeted for TARA for the calendar year for integration in the FO's work and financial Plan and a consolidated regional TARA plan based on the DSWD's key result areas.
 - 2.1 The TARA plan for each intermediary should be customized, demand driven and based on the needs articulated in the SWD situationer of the particular intermediary. The Plan shall be an integral part of a Memorandum of Agreement (MOA) to be signed by the FO director and the Head of the intermediary agency for formality and validity. A sample of the MOA for this purpose is attached as Annex A.
 - 2.2 The TARA Plans, a format of which is attached as Annex B, should contain the following elements:
 - a. Problem Area/Need (Areas for TA and RA)
 - b. Objectives of the TARA
 - c. Type/Forms of TARA e.g. training, manpower augmentation, etc.
 - d. Mode/Methods i.e. individual session, group consultation, etc.
 - e. Beneficiaries of TARA
 - f. DSWD and other Technical Person/s to be involved
 - g. Frequency of TARA
 - h. Impact i.e. desired results, observable outputs e.g. thru documents, service delivering system
 - i. Other support mechanisms e.g. provision of reference/reading materials, manual video tapes, etc.

3. **Implementation of TARA Plans.** As much as possible, all transactions and interfacing with intermediaries for TARA purposes should adhere to the MOA and TARA Plans crafted for each intermediary, except for TARA resulting out of disasters and emergencies. The FOs shall provide the Offices of the Secretary and the Undersecretary for Management and Operations with a copy of each of the TARA Plans for monitoring purposes at the beginning of each year but not later than end of January.
4. **Monitoring of MOA Operationalization** to determine status of implementation of TARA plan at least twice (2) a year to address gaps and concerns.
5. **Evaluation of the TARA Plans** - The FOs shall ensure the evaluation of the implementation and/or operationalization of the TARA Plans jointly with the concerned intermediary at the end of each calendar year to appreciate and assess its effectiveness and responsiveness and determine further areas needing technical assistance and resource augmentation for the succeeding year.

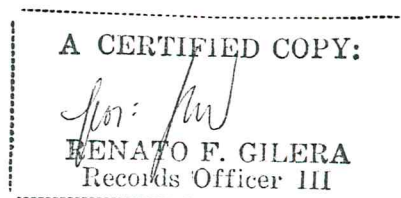
V. **Performance Monitoring and Reporting**

In order to integrate the Department's collective efforts along TARA on its Major Final Outputs report, the following performance indicators shall be included in the DSWD's performance monitoring and reporting systems:

- a. Percent (%) of intermediaries with TARA Plan
- b. Percent (%) of intermediaries that have implemented their TARA Plan
- c. Percent (%) of intermediaries provided with resource augmentation
- d. Intermediaries satisfaction level on TA and RA provided

This Order shall take effective immediately and supercedes all other previous Orders that are contrary to it.


CORAZON JULIANO-SOLIMAN
Secretary



MEMORANDUM OF AGREEMENT

KNOW ALL MEN BY THESE PRESENTS

This Memorandum of Agreement, made and entered into this _____ day _____ of _____ at _____ between _____ and among:

The Department of Social Welfare and Development (DSWD) Field Office _____ with office address _____, represented by its Director _____.

_____ and _____ with office address at _____ represented by _____.

WITNESSETH

Whereas, the DSWD as primary social welfare and development agency is mandated under Executive Order No. 15, Series 1998, to provide assistance to local government units (LGUs), non-government organizations (NGOs) other national government agencies (NGAs), people's organizations (POs) and other members of civil society in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life;

Whereas one of the DSWD's powers and functions as articulated in said EO is to provide augmentation funding and resources to its partners in social welfare and development;

Whereas _____ (intermediary) is one of the partners of government in social welfare and development in _____ (area);

Whereas _____ (intermediary) needs technical assistance and resource augmentation as articulated in the Technical Assistance and

Resource Augmentation (TARA) Plan which form part as attachment # _____ of this agreement;

NOW THEREFORE, for and in consideration of the foregoing premises, the parties have agreed to commit themselves to the following:

1. The Department of Social Welfare and Development shall:
 - a. Provide technical assistance to the intermediary along the areas spelled out in the attached TARA plan;
 - b. Provide _____ resource augmentation to the _____ as spelled out in said TARA plan, subject to the usual accounting and auditing procedures;
2. The _____ (intermediary) shall:
 - a. Make available the necessary counterpart staff and logistics to enable the DSWD to operationalize of the TARA Plan (attachment A);
 - b. Assist the DSWD FO _____ in the monitoring and evaluation of the TARA plan to determine gaps and concerns in its implementation;
3. Both Parties have agreed to review and evaluate the TARA Plan's implementation at the end of this MOA's affectivity.

This Memorandum of Agreement shall take effect upon the signing of the Parties hereto and shall remain valid and existing until revoked or terminated by their mutual consent.

IN WITNESS WHEREOF, the parties hereby affix their signatures this _____ day of _____ at _____.

DSWD Regional Director

(Intermediary Representative)

Witness:

Acknowledgement

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