January 4, 2005

Administrative Order No. _____1_____
Series of 2005

Subject: **Provision of Technical Assistance of DSWD Central Office to DSWD Field Offices**

## I. Rationale

In the light of the repositioned DSWD, the provision of technical assistance (TA) to various intermediaries/stakeholders; non-government organizations (NGOs), local government units (LGUs) and people's organization (POs), is among the key result areas of the Field Offices through the Technical Assistance Division (TAD), Management Division (MD) and the Operations Division (OD). This function was further underscored during the National Management and Development Conference on December 3-5, 2002.

However, there is recognition that the DSWD Central Office Units have encountered difficulties in providing technical assistance to the appropriate Field Office Divisions. This is due to the absence of defining the areas of technical assistance to be provided by the DSWD CO Office/Units to the corresponding FO Divisions. It is in this respect that this Administrative Order was formulated to determine the specific areas of technical assistance to be provided.

## II. Objectives

1. To identify the specific concerns in the provision of technical assistance to the Field Offices relative to the Department Key Results Areas.

2. To delineate the responsibilities of the Department relative to the Field Offices and other intermediaries, within the parameters of KRA on policy and plan formulation; social technology development; standards development; promotion and compliance; financial management; property and supply management; institutional strengthening; social protection and capability building; and resource generation.

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III. **Technical Assistance of DSWD Central Office to DSWD Field Offices**

A. *Policy and Plans Formulation*

    a. Policy and Plans Bureau

        1. Orientation on the following:

- Preparation of Regional/LGU SWD situationer
- Work and Financial Plans
- Operational and Sectoral plans
- Policy papers/position papers
- Research agenda/research proposals
- Investment/resource generation plans
- Accomplishment reports/reportorial requirements
- Draft bills/resolutions
- Thrust and directions
- Investment plan/resource generation agenda

        2. Review and provide inputs on the following:

- Regional SWD situationer
- Work and Financial Plans
- Operational and Sectoral Plans
- Policy papers/position papers
- Research agenda/research proposals
- Investment/resource generation plans
- Accomplishment reports/reportorial requirements
- Draft bills/resolutions
- Thrust and directions
- Investment plan/resource generation agenda

    b. Standards Bureau

        1. Interpret and/or provide technical assistance on the implementation of policy/guidelines relative to standards.

    c. Social Technology Bureau

        1. Provide feedback on the implication of certain policy that affects pilot project implementation as basis for policy and plan formulation.

        2. Provide policy in relation to our recommendation as a consequence of pilot testing of programs/projects.

d. Program Management Bureau

  1. Provide technical assistance on the following:

    - Formulation of regional guidelines
    - Preparation of Work and Financial Plan
    - Accomplishment reports/reportorial requirements

e. Social Welfare Institutional Development Bureau

  1. Assess national/regional level capability building needs and generate proposed issue/need-based policies related to capacity building and institutional development.

  2. Set the thrusts and directions for the year and the development of calendar of training and other related activities.

  3. Provide TA on development of FO training plans

    - Training design, syllabus development, packaging of learning materials and documentation of training programs

  4. Capability building of FO training staff

f. Social Marketing Service

  1. Formulate, develop and implement social marketing communication, advocacy and publicity plans and policies.

  2. Monitor and provide TA along communication, advocacy and social marketing, publicity, media relations and production of IEC materials.

  3. Set the social marketing thrusts and directions for the year.

  4. Arrange media coverage for airing of public service announcements.

  5. Provide TA in the conceptualization, development, production and dissemination of IEC materials.

B. Standards Development Promotion and Compliance

a. Standards Bureau

1. Take leadership in SWD standards development.

2. Develop strategies to promote compliance with SWD standards.

3. Provide TA on the technical requirements of registration, licensing and accreditation to determine whether the standards set are met/complied with.

4. Analyze and prepare recommendation on emerging issues/concerns based on the result of assessment and monitoring of standards compliance as basis for pilot testing and development of new programs/strategies/social technologies.

b. Social Technology Bureau
   1. Identify gaps/issues in the implementation of existing program/pilot project.

c. Program Management Bureau

   1. Application of Standards in DSWD Centers/Institutions and Retained Community-Based Services.

d. Social Welfare Institutional Development Bureau

   1. Application of standards in institutional development.

C. *Financial Management*

a. Finance Management Service

   1. Accounting Management

      1.1 Provide orientation and information on the following concerns:

      - Fundamental Principles Governing Financial Transaction and Operation of the Government
      - Existing accounting and auditing rules and regulations on financial operations
      - Existing DBM and COA rules in specific financial transactions
      - BIR Rulings as to percentage of tax deductions
      - Proper supporting documents on all types of disbursements and transactions

- Internal Control Mechanism including Systems and procedures involving disbursement of funds
- Proper accounting journal entries to adjust some accounts and its correct usage under the NGAS
- Proper accounting procedure on the preparation of financial statements and reports
- Adjustment and correction on the financial reports to be reflected in the next accounting period
- Assistance pertaining to Audit of Management Transactions

1.2 Review of MOA between DSWD and NGOs, POs, LGUs and other NGAs for the transfer of funds.

1.3 Furnished the format of reports required by financial institutions.

1.4 Conduct training of Financial Management Staff on Accounting, Auditing and other Financial Management subject matter.

2. Budget Management

2.1 Provide and prepare the following concerns:

- Statement of Obligation and Balances/Detailed as required by DBM/COA
- Realignment of item of expenditures by object, by Program/Project/Activity
- Clarification on latest circular/issuances
- Updates on the NGAS (clarification/interpretation)
- Request for release of funds from DBM particularly justification, documentation and presentation
- Budget estimates/proposals
- Budget Systems and Procedures

3. Cash Management

3.1 Provide information on the following concerns:

- Matters relating to collection, disbursement of funds and bank transactions
- Accounting and auditing rules on handling, utilization and liquidation of Cash Advance

- Requirements of the Special Disbursing Officers (SDO) for the processing of Bond to the Bureau of Treasury
- Handling, custody and disposition of Cash Book
- Reporting requirements in liquidation of cash Advance

b. Legal Service

1. Provide legal opinions on the following concerns:

- Representation to on-going cases
- Formal charge
- Contracts
- Internal matters

D. *Property and Supply Management*

a. BAC Secretariat

1. Management of Procurement Process for BAC

1.1 Provide orientation on the following concerns:

- RA 9184 (Government Procurement Reform Act)
- Preparation/monitoring of Annual Procurement Plan

1.2 Review of BID Documents

b. Legal Service

1. Provide legal opinions on the following concerns:

- Representation to on-going cases
- Opinion on Asset Management
- Show Course Order
- Formal charge
- Contracts
- Internal matters

c. Administrative Service

1. Property Management

1.1 Provide orientation on the following concerns:

- Guidelines of Property and Equipment Management

- Guidelines on the conduct of inventory taking of equipment
- Disposal of unserviceable properties

1.2 Determine areas needing improvement as basis for training

2. Procurement Management

2.1 Provide orientation on the following concerns:

- RA 9184 (Government Procurement Reform Act)

2.2 Conduct dialogue and technical assistance in cases where after sale services/centers are not available at the Field Office/Region

2.3 Determine areas needing improvement as basis for training

3. General Services Management

3.1 Monitor implementation of:

- Cost reduction measures/analysis on electric, fuel, water, and celphone/landline consumption reports

3.2 Records Management

3.2.1 Provide orientation on:
3.2.2 Determine areas needing improvement as basis for training and capability building
3.2.3 Provide technical assistance on Records Management and Classification/Disposition of Records

3.3 Building maintenance and other infra-related projects

3.3.1 Provide technical assistance on infrastructure projects as to plans/layout, cost estimates & necessary permits prior to implementation of projects
3.3.2 Review/evaluate infrastructure documents including manpower complement
3.3.3 Conduct inspection/survey site:
- Prepare designs, plans, technical specifications, program of works and detailed estimates

E. *Institutional Strengthening*

   a. Human Resource Development & Management Service

      1. Personnel Management

         1.1 Provide orientation on the following:

- Computerized Payroll System
- Personnel selection and appointment

         1.2 Review and provide inputs on leave administration

         1.3 Interpret policies, guidelines on CSE Circulars, Memoranda and other Department policies

         1.4 Monitor and evaluate status of implementation of

- performance appraisal
- employee welfare benefit

         1.5 Determine areas needing improvement as basis for training and capability building

      2. CPDD

         2.1 Conduct orientation relative to

- writing of competency-based job description
- job/role competencies
- development of career plans

         2.2 Monitor/evaluate the extent of implementation of the following:

- career pathing program
- performance management system

         2.3 Determine areas needing improvement as basis for coaching and mentoring

   b. Legal Service

      1. Provide legal opinions on the following concerns:

- Representation to on-going cases
- Personnel Discipline
- Draft IRR on Bills related to the Department
- Show Course Order
- Formal charge
- Internal matters

2. Conduct dialogues/orientation on the new legislation relevant to the Department

F. *Social Protection & Capability Building*

a. Policy and Plans Bureau

1. Provide information on emerging issues/concerns based on the result of monitoring and evaluation of locally funded projects and analysis of trends of SWD issues/situationer.

2. Identify emerging issues and concerns based on the result of monitoring and evaluation of locally funded projects and recommend appropriate actions to concerned units.

b. Program Management Bureau

1. Provide technical assistance on the following:

1.1 CMS
1.2 Networking
1.3 Interpretation of policies/guidelines
1.4 Others (TARA, etc.)

2. Conduct of PREW

3. Documentation of best practices

4. Act as a resource persons to training/seminars

c. Social Welfare Institutional Development Bureau

1. Provide technical assistance on the development of standard materials such as training needs assessment tool, course module, session plans, training proposals, impact evaluation tool, training manuals, etc.

- Training resource networking, development of directory of resource person
- Provide technical assistance to Field Offices in the implementation of policies re: capacity building

2. Conduct training of trainers

3. Coach and supervise the Field Office counterparts on the conduct of capability building activities.

4. Follow-up implementation of agreements during the conduct of training and other related activities.

5. Consolidate and forward to concerned office/units in all national and regional issues/agreements as a result of the conduct of all capability building activities, e.g. Evaluation result monitoring of re-entry plans and impact assessment for their appropriate action.

6. Follow-up/monitor competency development

d. Management Information System Service

1. Conduct of ICT training for Field Office IT Personnel on diverse ICT topics, e.g. Website development and maintenance, PC maintenance, e-mail system management, etc.

   1.1 Prepare Field Office Local Area Network (LAN) and Worldwide Area Network (WAN) design and implementing plan
   1.2 Assess ICT capabilities of FOs designated IT staff, ICT committee members and Field Office staff
   1.3 Assist in the preparation of functional systems specification (FSS) leading to system development
   1.4 Prepare ICT inventory report and investment plan
   1.5 Provide Field Office with an update on ICT trends, guidelines (from sources outside DSWD) etc.
   1.6 Provide clarifications on DSWD ICT policies and guidelines

G. Social Technology Development

a. Policy and Plans Bureau

1. Assess/review sectoral plans to insure that this is consistent with DSWD thrusts/directions/situations.

2. Suggest areas for social technology development by Field Offices given the analysis of regional situations, trends and challenges in SWD.

b. Standards Bureau

1. Develop social welfare and development (SWD) standards.

c. Social Technology Bureau

1. Identify emerging issues/concerns program/project thru research, environmental scanning and situational analysis as basis for developing new programs/projects and identify gaps/issues in the implementation of existing program/project.

2. Formulate guidelines and manuals, facilitate in the conduct of training for pilot testing and act as resource person in the conduct of training/capability building activities.

3. Develop concept paper/project design.

4. Implement/pilot test social welfare and development (SWD) technology development process.

5. Document social technology pilot tested.

6. Provide technical assistance in the development of new SWD technology and technical assistance on existing SWD technology for program enrichment.

7. Develop promotions for prototype projects.

H. Resource Generation

a. Policy and Plans Bureau

1. Provide TA along project development/packaging and fund-matching/resource assessing.

IV. Coverage

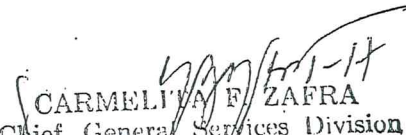This memorandum covers all the DSWD Field Offices.

## V. Effectivity

This order shall take effect immediately.

Issued this ___13th___ day of ___January___ 2005.


**CORAZON JULIANO-SOLIMAN**
Secretary
Department of Social Welfare and Development


A CERTIFIED COPY:

CARMELITA F. ZAFRA
Chief, General Services Division
and OIC, Records Unit