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Memorandum Circular No. _____ 06
Series of 2011

SUBJECT: <u>**GUIDELINES ON THE DEVELOPMENT OF SOCIAL TECHNOLOGY PROJECTS, SERIES OF 2010**</u>

I. RATIONALE

Social technologies are innovative concepts, interventions, strategies and approaches that address emerging needs of the poor, disadvantaged and vulnerable sectors. Administrative Order No. 34 Series of 2003, sets the framework of social technology development. It also defines the role of the Social Technology Bureau (STB) being the lead innovator, monitor and provider of technical assistance along the development of social technologies.

While AO No. 34 S. 2003 provides the broad parameters of social technology development, this Omnibus Guidelines provides the Social Technology Bureau (STB), Field Offices, other concerned Bureaus, Offices, and Units with a comprehensive guide and procedural requirements of the processes involved in the development and implementation of social technology (ST) projects. Likewise, this Omnibus Guidelines delineates the roles and defines the specific tasks of all stakeholders to ensure the effective management of ST projects.

These amended guidelines are issued to ensure that major final outputs are delivered at every stage of the project development. It ensures that the pilot project is properly executed, accurately documented, and promotes judicious use of government resources.

Likewise, it is geared to contribute in the actualization of the over-all social protection framework of the country. National Economic Development Authority - Social Development Council (NEDA-SDC) Resolution No. 1 Series 2007, states that "social protection constitutes policies and programs that seek to reduce poverty and vulnerability to risks and enhance the social status and rights of the marginalized by promoting and protecting livelihood and employment, protecting against hazards and sudden loss of income, and improving people's capacity to manage risks."

With clear operational guidelines, the STB, Offices and Units shall be properly guided in undertaking its task of building social technology models in line with Social Welfare and Development Reform Area 2 - Providing Faster and Better Social Protection.

II. LEGAL BASES

1. **Executive Order 221,** Series of 2003

EO 221 redirected the functions of the DSWD from direct service to technical assistance and to serve as the lead agency and authority in the formulation,

development and promotion of national social welfare and development (SWD) policies, plans and programs.

2. **Executive Order 292 or Administrative Code of 1987**

   Section 3 of EO 292 provided the mandate of the Department to formulate, develop and implement plans, programs and projects in the field of social welfare and development. This EO ensures effective implementation of programs for public and private social welfare services.

3. **Republic Act 7160 or Local Government Code of 1991**

   Chapter 1, Section 3, item g of the Local Government Code cited that the capabilities of the local government units (LGUs) to develop innovative social welfare and development programs to respond to the needs of local constituents shall be enhanced by providing them with opportunities to participate actively in the implementation of national programs and projects.

III. DEFINITION OF TERMS

1. **Social Technologies** – these are innovative concepts, interventions, strategies and approaches that address emerging needs of the poor, disadvantaged and vulnerable sectors, to respond to their emerging needs or trends.

2. **Social Technology development** – is the process of planning, designing and testing and monitoring of social welfare technology and enrichment of existing programs towards its replication and institutionalization by the national government agencies, local government units, NGOs, and other intermediaries to address emerging social welfare problems.

3. **Pilot Testing** – refers to the initial implementation of the social technology to test its viability aimed at producing an improved model or project.

4. **Social Marketing** – refers to the activities conducted in order to promote the replication or institutionalization of the project. Successfully completed projects are formally advocated primarily to the decision makers, i.e., chief executives of the local government units or executives or heads of the non-government organizations, for final adoption and full support for innovative service delivery. This is done with the use of advocacy, information and education materials.

5. **Social Welfare Services** – refers to the services or series of activities that will be tested in order to address the emerging needs of the target clients using social welfare approaches/strategies/methodologies.

6. **Social Welfare Approaches** – refers to the process of analysing the emerging needs of the target clients and identifying courses of action (using social welfare and development principles) to meet such needs.

7. **Social Welfare Strategies and Interventions** – refers to the specific plans of action designed to bring about the desired growth, development and changes on the client, the family, or groups and the community.

8. *Social Welfare Methodologies* – refers to the proposed social welfare and development processes that will be used in implementing and delivering services to the identified clients.

9. *Monitoring* – refers to the activities conducted by the STB staff or the Field Office (FO) Social Technology focal person in order to check the qualitative and quantitative accomplishments of the projects based on targets noting down the issues and concerns that affects the pilot implementation and recommending actions on related thrusts.

10. *Evaluation* – refers to the activities conducted usually in the middle and towards the end of the pilot project to measure the results and effects of the projects and analyze why and how these were achieved.

11. *Technical Assistance* – refers to the activities conducted by the STB staff in order to share expertise, technologies, information, practices and other non-financial resources to the F.O. focal person and assist them in the development of the social technology.

12. *Stakeholders* – refer to any person, group or institutions that have or who may have direct interest, involvement or investment on the social technology that is being developed, especially the local government units (LGUs), peoples' organizations (POs), business and private sectors, and faith-based organizations (FBOs).

13. *Intermediaries* – refers to individuals, groups or institutions that are registered, licensed and accredited and /or have the mandate to provide social welfare services to a selected group of clients or beneficiaries of the social technology that is being developed.

IV. OBJECTIVES:

This guidelines is issued to:

1. Emphasize the lead innovator roles of the Social Technology Bureau (STB) and Regional Field Offices on social technology development, based on EO 15 as amended by EO 221;

2. Provide clear operational guide, specific steps and procedures to the DSWD Central Office and the Field Offices in the execution of the social technology development cycle; and

3. Enumerate and describe the deliverables at every stage of the social technology development cycle.

V. SOCIAL TECHNOLOGY DEVELOPMENT FRAMEWORK

The development or enhancement of a social technology involves the process of planning, designing/redesigning, pilot testing, monitoring, evaluating, and adopting of new or existing social welfare technologies aimed at providing for and protecting the poor and vulnerable sectors.

As such, it will have a crucial role in the implementation of the DSWD's Social Welfare and Development Reform Agenda, specifically Reform Area 2 - Providing faster and better social protection programs. This involves the development, improvement and franchising of programs that will ensure that the very poor, vulnerable and disadvantaged sectors are protected and provided for by the central government. Such programs shall also serve as models of good practices in social protection which shall either be scaled-up, replicated or cascaded to the agency's partner LGUs, NGOs and other service providers.

Key elements and indicators of social technology are:

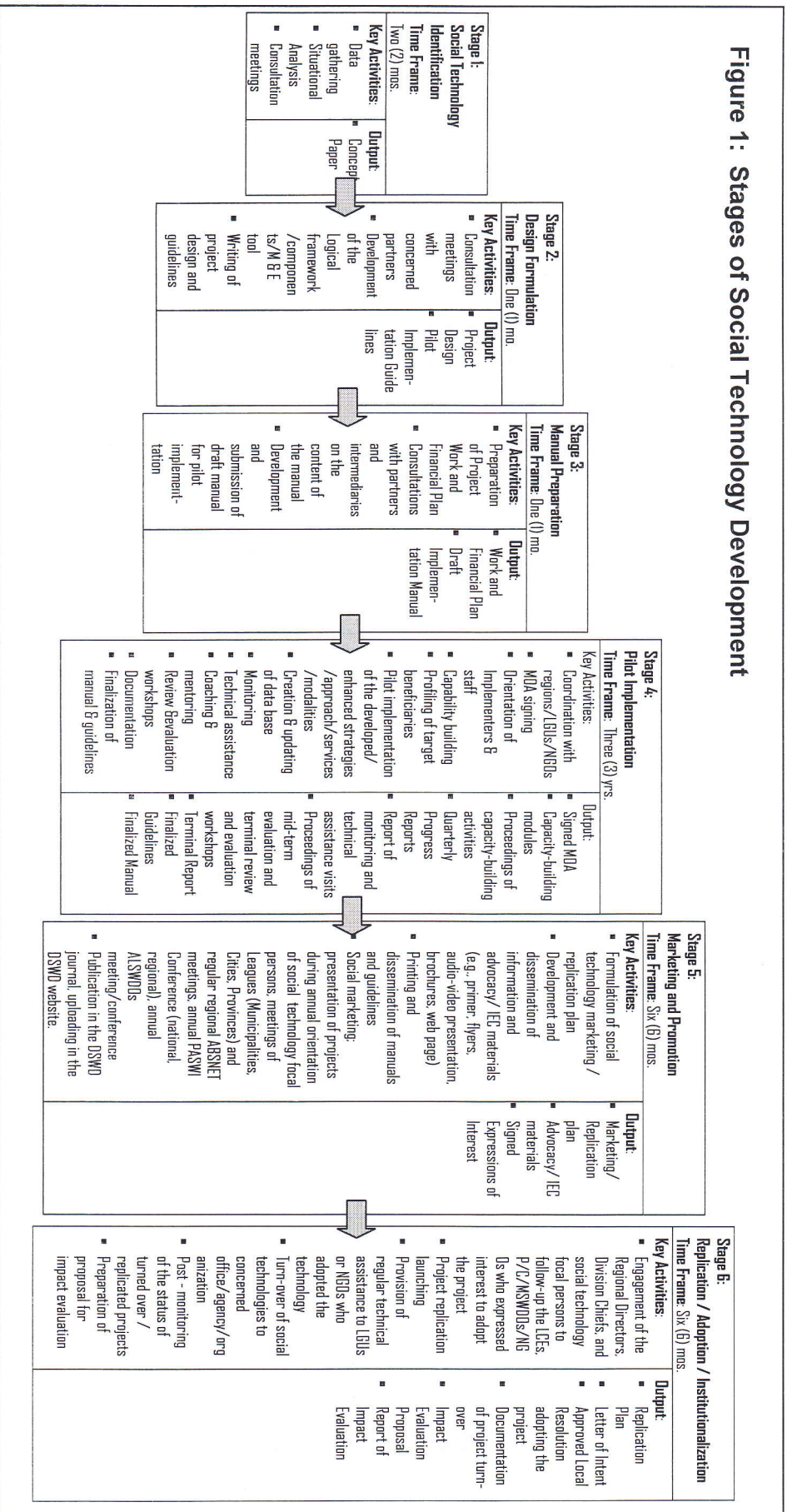| Key Elements	Indicators
1. Innovative	Involves new, faster, better and cost efficient strategies of addressing the emerging needs of the poor, disadvantaged and vulnerable sectors in society.
2. Research/evidence based	Current studies acknowledge the urgency of the needs/issues identified. Proposed strategies are based on the recommendations of current studies conducted in line with the identified issues/concerns of the poor, disadvantaged and vulnerable sectors in society.
3. Clear goals / objectives	Goals and/or objectives are specific and aligned with the needs identified.
4. Rights based	Anchored on basic human rights.
5. Gender based	Applies gender sensitive principles and processes.
6. Developmental	Promotes the achievement of developmental needs and/or tasks of target beneficiaries as well as the standardization of the programs and services.
7. Participatory	All major stakeholders and the beneficiaries are active participants in all processes of social technology development, implementation, monitoring and evaluation.
8. Agency mandated	Anchored on and consistent with the mandate and policies of the Department.
9. Implementing mechanisms	Process, time frame and deliverables of pilot implementation, marketing and promotion, and replication are clearly defined.
10. Inter-agency cooperation / complementation	Involves coordination with local government units, national government agencies, non-government organizations, faith based organizations, people's organizations and other stakeholders / intermediaries based on clearly defined institutional arrangements or terms of reference. Coordination with such agencies will be done in order to ensure that the programs/services/resources are converged

Key Elements	Indicators
	to come up with maximum results.
11. Monitoring and Evaluation	Includes clearly formulated processes and tools for: a) monitoring and; b) evaluation.
12. Sustainable	Involves processes that may be adopted and institutionalized by the field offices / local government units, government agencies, non-government agencies / organizations, faith based organizations, people's organizations and other stakeholders / intermediaries.
13. Use of NHTSPR Data	Beneficiaries will be identified based on the data of the National Household Targeting System for Poverty Reduction (NHTSPR). Said data will be further validated with the LGUs, NGOs, CSOs and other stakeholders.

Social technology development is a primordial task of the DSWD and primary functions of STB and the DSWD Field Offices. The actual implementation, monitoring, evaluation, promotion and replication should be a joint effort of the STB and the concerned Field Office/s in coordination with the local government units, other national government agencies, non-government organizations, faith based organizations, people's organizations and other stakeholders / intermediaries.

All social technologies whether initiated by the STB or the Field Office should be developed following the prescribed stages: 1) Social Technology Identification; 2) Design Formulation; 3) Manual Preparation; 4) Pilot Implementation; 5) Marketing and Promotion; and 6) Replication/Adoption.

Summary of the key activities, timelines, and outputs of each stage are illustrated in the figure below:

Figure 1: Stages of Social Technology Development

Stage 1: Social Technology Identification
Time Frame: Two (2) mos.

Key Activities:
- Data gathering
- Situational Analysis
- Consultation meetings

Output:
- Concept Paper

Stage 2: Design Formulation
Time Frame: One (1) mo.

Key Activities:
- Consultation meetings with concerned partners
- Development of the Logical framework /components/M & E tool
- Writing of project design and guidelines

Output:
- Project Design
- Pilot Implementation Guidelines

Stage 3: Manual Preparation
Time Frame: One (1) mo.

Key Activities:
- Preparation of Project Work and Financial Plan
- Consultations with partners and intermediaries on the content of the manual
- Development and submission of draft manual for pilot implementation

Output:
- Work and Financial Plan
- Draft Implementation Manual

Stage 4: Pilot Implementation
Time Frame: Three (3) yrs.

Key Activities:
- Coordination with regions/LGUs/NGOs
- MOA signing
- Orientation of Implementers & staff
- Capability building
- Profiling of target beneficiaries
- Pilot implementation of the developed/ enhanced strategies /approach/services /modalities
- Creation & updating of data base
- Monitoring
- Technical assistance
- Coaching & mentoring
- Review & evaluation workshops
- Documentation
- Finalization of manual & guidelines

Output:
- Signed MOA
- Capacity-building activities
- Proceedings of capacity-building
- Quarterly Progress Reports
- Report of monitoring and technical assistance visits
- Proceedings of mid-term evaluation and terminal review and evaluation workshops
- Terminal Report
- Finalized Guidelines
- Finalized Manual

Stage 5: Marketing and Promotion
Time Frame: Six (6) mos.

Key Activities:
- Formulation of social technology marketing / replication plan
- Development and dissemination of information and advocacy/ IEC materials (e.g., primer, flyers, audio-video presentation, brochures, web page)
- Printing and dissemination of manuals and guidelines
- Social marketing: presentation of projects during annual orientation of social technology focal persons, meetings of regular regional Leagues (Municipalities, Cities, Provinces) and regular regional meetings; annual PASWI Conference (national, regional), annual ALSWDOs meeting/conference
- Publication in the DSWD journal, uploading in the DSWD website.

Output:
- Marketing / Replication plan
- Advocacy/ IEC materials
- Signed Expressions of Interest

Stage 6: Replication / Adoption / Institutionalization
Time Frame: Six (6) mos.

Key Activities:
- Engagement of the Regional Directors, Division Chiefs, and social technology focal persons to follow-up the LCEs, P/C/ MSWDOs/NG Os who expressed interest to adopt the project
- Project replication launching
- Provision of regular technical assistance to LGUs or NGOs who adopted the technology
- Turn-over of social technologies to concerned office/agency/org anization
- Post - monitoring of the status of turned over / replicated projects
- Preparation of proposal for impact evaluation

Output:
- Replication Plan
- Letter of Intent
- Approved Local Resolution adopting the project
- Documentation of project turn-over
- Impact Evaluation Proposal
- Report of Impact Evaluation

Note: The required output at each stage must be complied with prior to advancement to the next step.

Stage 1: Social Technology Identification

1. Review of existing data shall serve as basis for the development of a social technology when: (a) a new law is enacted; (b) the President has issued directives; (c) there are recommendations from Department Secretary or the EXECOM; and (d) results from a completed research conducted by PDPB established the need for the new social technology.

2. The required output in the initial stage of social technology development is a concept paper. This will be based on empirical data gathered through simple analysis of existing data or through a full blown research such as those prepared or completed by the bureaus/units/offices of the Department.

3. Simple analysis or rapid assessment investigates the gap between the identified needs, and the available resources and the delivery of programs and services using available references such as recent studies/thesis completed. Such study should be completed *within one (1) month*. When necessary and upon approval of a proposal, a comprehensive research is undertaken to produce baseline data and more in-depth study of the situation. Research report shall be submitted *within four (4) months* upon completion of the study.

4. Reports should provide data on unmet or emerging needs and how it affects the international, regional, national and sub-national communities. It should include: (a) statistical data; (b) results of latest studies/surveys; instruments / agreements / laws / policies that have direct or indirect effects on social welfare and development issues/concerns; and (c) the recommended actions to be undertaken.

5. Immediately after the research/study report has been submitted, consultation with other partner implementers (other bureaus, offices, units or agencies) shall be conducted to come up with the project concept.

6. Concept papers shall be approved based on: (a) comprehensiveness and completeness of the information contained in the document; (b) clarity of target goals and objectives; (c) precision of target beneficiaries; (d) cost-efficiency; (e) applicability and/or feasibility of strategies / approaches / services / methodologies / modalities; and (f) sustainability. It shall also be assessed based on the aforementioned elements and indicators of social technology. The concept paper format is detailed in Annex A.

7. The overall process of social technology identification must be completed *within two (2) months.* However, the process may extend up to **six (6) months** if an extensive research is necessary.

Stage 2: Design Formulation

1. Social technology design and Pilot Implementation Guidelines are the major outputs of the second stage. Formulation of such documents must be based on the approved concept paper.

2. The project design operationalizes the concept, identifies the specific targets and objectives, describes the project inputs, and explains the implementation,

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monitoring and evaluation procedures. The project design will include the development of the logical framework or Logframe, which presents the logical sequence and relationships of project inputs /activities with project outputs and outcomes. Contents of a project design are indicated in Annex A.

3. The project design must be a result of a situation analysis / stakeholders' assessment / sharing participated by representatives of the core bureaus, stakeholders, implementers and potential beneficiaries in target pilot areas. The agreed roles and responsibilities of the implementers, and stakeholders shall be incorporated in the project design under the institutional arrangements and shall be indicated in the Memorandum of Agreement (MOA).

4. The approved design shall be the basis in the formulation of the Pilot Implementation Guidelines. It shall provide the procedures and parameters in the pilot testing of the project. The contents of a Project Guidelines are indicated in Annex A.

5. Preparation of the project design and the guidelines shall be completed within *one (1) month* from approval of the concept paper.

6. The draft output of the manual shall be shared to the core bureau for information purposes and initial support / pipelining of the technology and technical assistance.

Stage 3: Manual Preparation

1. Outputs of this stage are the Draft Implementation Manual and Project Work and Financial Plan

2. The Project Work and Financial Plan shall be based on the approved project design and guidelines. Based on the goals and objectives indicated in the guidelines, it shall indicate the detailed activities that will have to be implemented, desired outputs, time frame, persons/office responsible, and budget.

3. The project manual shall provide the step-by-step guide for the implementers in the actualization of all the activities indicated in the approved Project Work and Financial Plan. The contents of a Project Manual are indicated in Annex A: and

4. Preparation of the Work and Financial Plan and the Implementation Manual shall be completed within *one (1) month* after the project design is approved.

Stage 4: Pilot Implementation

1. Pilot Implementation is done after all the required outputs of the first three stages have been completed.

2. The following are the key activities under this stage: (a) coordination with target regions/areas; (b) MOA signing with LGU/s or NGO/s; (c) orientation of FO staff and LGU/NGO Implementers; (d) capability building activities (trainings, conduct of monitoring visits, provision of technical assistance, coaching and mentoring sessions); (e) implementation of the developed strategies / approach / services / modalities; (f) profiling of target beneficiaries; (g) creation and updating of database; (h) conduct of mid-term and terminal review and evaluation workshop; (i) documentation of pilot implementation; and (j) finalization of manual and guidelines.

3. The active participation of the representatives of the core bureaus shall be requested in any key or common functions/ activities.

4. STB shall meet with the concerned F.O. focal person to finalize the MOA and/or TOR, plans and programs for the launching, and finalization of schedules of initial pilot testing activities

5. Launching of the pilot testing of the social technology projects may be conducted to create public awareness. Launching shall be attended by the Department officials, project stakeholders, MOA signatories, representatives of concerned Bureaus/Offices/Units, and representatives of the project beneficiaries.

6. A profile of the target beneficiaries shall be completed immediately after the project is launched. This shall provide the implementers with baseline data that shall be updated at the end of the pilot implementation.

7. Capability building activities both for the implementers and beneficiaries shall be conducted upon approval of the designs and modules. If the project involves intermediaries and external partners, the assistance of the Social Welfare Institutional Development Bureau (SWIDB) or the Field Office Institutional Development Unit (IDU) in the conduct of trainings or workshops for the implementers may also be requested.

8. The project monitoring and evaluation of social technologies shall be further guided by the approved guidelines, memoranda, monitoring plans and tools. Monitoring visits shall be conducted to check if the social technology is implemented as designed and planned. This will help verify if the activities conducted produced the desired results given the allocated resources.

9. The office (STB or F.O.) that developed the technology shall conduct monthly monitoring of the projects that are being tested. However, STB focal staff shall also monitor the FO initiated technology on a quarterly basis.

10. Provision of technical assistance and/or coaching and mentoring shall be done by the main proponent (STB or F.O.) based on analysis of progress reports, written request of the partner implementers, or the feedback reports of the

monitoring visits. However, the F.O. may also request technical assistance from the STB.

11. Mid-term evaluation shall be done after the first half of pilot implementation while the terminal evaluation shall be conducted at the end of the pilot implementation and shall be properly documented. It shall be participated by the project implementers, partners / stakeholders and project beneficiaries, among others. The participation of the PMB will be sought for social technology projects pilot tested as part of compliance to national laws.

12. During the mid-term evaluation, the implementers shall:
   a. Identify and assess the accomplishments based on the plans, targets and objectives;
   b. Determine if the methodologies / strategies / modalities used and the activities conducted are appropriate;
   c. Identify facilitating and hindering factors;
   d. Discuss the issues and concern of the pilot implementation; and
   e. Come up recommendations on how to improve the second half of the pilot implementation.

13. Terminal Review and Evaluation Workshop is done when pilot implementation ends, i.e., when all the desired outputs have been achieved. During the terminal evaluation, the implementers shall:
   a. Identify, assess and evaluate the quantity and quality of accomplishments based on the plans, targets and objectives,
   b. Determine the extent of applicability, appropriateness and responsiveness of the methodologies / strategies / modalities / activities implemented;
   c. Determine the project cost and cost per capita, whenever necessary;
   d. Identify facilitating and hindering factors;
   e. Discuss the issues and concerns of the pilot implementation;
   f. Identify the lessons learned during the pilot implementation; and
   g. Come up with policy recommendations;

14. Outputs of the evaluation workshops shall serve as basis for revision or enhancement of the design/concept, guidelines, manual, modules, or IEC/advocacy materials. The electronic or e-copy of the Manual approved by the Secretary shall be forwarded to the Knowledge Exchange Center (KEC).being managed by the Social Welfare and Institutional Development Bureau (SWIDB).

15. The final manual should be a product of a collaborative work of the implementers and their partners from other bureaus / office / units / agencies / organizations. As such, authors should be properly acknowledged in the printed copies of the manual. All approved manuals shall be compiled and made available to the public through the DSWD website and/or the library.

16. Every activity conducted during the pilot implementation including the monitoring, provision of technical assistance and evaluation shall be properly documented. Documentations shall include the highlights of the activities, procedures, issues / concerns raised or encountered agreements, and recommendations. Such shall be the basis in identifying the best practices in social technology development and implementation. Documentation shall be submitted *within five (5) working days after implementation of an activity*.

17. Terminal Report shall be submitted *within thirty (30) days* after the conduct of the terminal review and evaluation. Contents of a Terminal Report are indicated in Annex A.

18. Best practices on social technologies shall likewise be documented after the pilot implementation using The DSWD AO 34 S. 2004 "Guidelines in Determining Indicators for Best Practices of Community–Based Programs and Projects" as reference or other relevant tools/guidelines adopted by the Bureau.

19. At the end of the pilot implementation, the following documents shall be submitted: (a) terminal report; (b) project documentation; (c) final Implementation Guidelines; and (d) final Manual.

20. STB shall submit the project documentation of completed social technologies to the ExeCom, which shall approve the turn-over of the programs/projects (intended for nationwide implementation) to the Program Management Bureau.

21. All completed projects shall be included in the "Compendium of Completed Social Technologies". Similarly, an electronic or e-copy of this document shall be forwarded by the Bureau, to SWIDB's for uploading to the Knowledge Exchange Center (KEC).

22. Budget for the implementation of social technologies shall be released based on the approved Annual Work and Financial Plans submitted *every 5th day of November* subject to availability of funds and the usual accounting rules and regulations.

23. The pilot implementation of a social technology is *limited to one year as minimum and three years as maximum*.

Stage 5: Marketing and Promotion

1. A successfully tested social technology is ready for social marketing after: a) the terminal PREW has been conducted / documented; b) the project's terminal report is completed; and c) social marketing plan / IEC is approved.

2. The key activities in social technology marketing and promotion are as follows: (a) formulation of the social technology marketing / replication plan; (b) development and dissemination of information and advocacy / IEC materials (e.g., primer, flyers, audio-video presentation, brochures, web page); (c) printing and dissemination of manuals and guidelines; (d) Social marketing;

presentation of projects during annual orientation of social technology focal persons, meetings of Leagues (Municipalities, Cities, Provinces), regular Area Based Standards Network (ABSNET) meetings, annual PASWI Conference (national, regional), or the annual Association of Local Social Welfare and Development Officers (ALSWDOs) meeting/conference; and (e) publication in the DSWD journal, uploading in the DSWD website.

3. The STB shall inform the bureaus, units, and offices of the successfully completed projects ready for social marketing. A post consultation meeting with core bureaus shall be conducted to share the results of the completed / pilot tested project and set agreements on the next steps, based on their recommendations.

4. The STB/FO shall submit a social marketing and replication plan and IEC designs for approval. STB/FO may tap the experts from the Social Marketing Service and other related agencies in the implementation of their marketing/replication plan.

5. The main proponent of the technology shall spearhead the marketing and promotion activities. STB shall implement related activities in coordination with the concerned FOs. Likewise, the STB and the FOs may request the Social Marketing Services (SMS) for technical assistance along this line.

6. Marketing and promotion activities shall include production of advocacy/IEC materials and orientation meetings/conferences with the Local Chief Executives, City/Municipal Social Welfare and Development Officers, or the Executive Directors of the NGOs regarding the results of the pilot testing. Agencies / organizations interested in adopting the technology shall be requested to sign the Expression of Interest so that follow-up meetings could be conducted.

7. Social marketing and promotion shall be completed within **six (6) months** from the conduct of the Terminal Review and Evaluation Workshop.

Stage 6: Social Technology Replication / Adoption / Institutionalization

1. The key activities under this stage are: (a) Engagement of the Regional Directors, Division Chiefs, and F.O. focal persons to follow-up the LCEs, P/C/MSWDOs/NGOs who expressed interest to adopt the project; (b) Project replication launching; (c) Provision of regular technical assistance to LGUs or NGOs who adopted the technology; (d) Turn-over of technologies to concerned office/agency/organization; (e) Post - monitoring of the status of turned over / replicated projects; and (f) Preparation of proposal for impact evaluation;

2. In order to sustain the interest of the agencies/offices that expressed their interest to adopt the technology, engagement meeting / advocacy activity must be conducted by the STB and/or the concerned F.O immediately after the orientation meetings. LGUs shall be encouraged to submit letters of intent and approve local resolutions adopting the successfully tested social technology.

3. Replication, adoption and institutionalization, which shall be completed within **six (6) months**, also involve the transfer of the responsibility of implementation and monitoring of the project from the office that developed and pilot tested it.

4. Upon ExeCom's approval, projects developed in compliance with the national laws and/or those developed for national implementation by the DSWD shall be turned over to the Program Management Bureau (PMB) after the capability building activity for all implementers (FO/LGUs/Program Management Bureau / Social Welfare Institutional Development Bureau / Standards Bureau) have been completed. STB shall provide the PMB with copies of the final guidelines, manual and IEC/advocacy materials upon turn-over of the completed technology.

5. After turn-over, the FOs shall provide updates on the implementation of nationally adopted technologies to the PMB.

6. Other projects developed that need not be implemented on a nationwide scale shall be retained with the STB, the FOs or the Local Government Unit as applicable. Updates on these shall be included in the regular accomplishment reports submitted by the bureau/FO to the Policy Development and Planning Bureau and the DSWD's Knowledge Management Development Center.

7. Proposal to evaluate the impact of the successfully adopted technologies may be submitted and actual impact evaluation may be implemented five years after adoption/replication.

VI.   OPERATIONAL PROCEDURES

1. Development/enhancement of social technologies is the Key Result Area of the Social Technology Bureau. The FOs, on the other hand, shall assist the STB in the implementation, marketing and promotion, and replication of social technologies.

2. The FOs, based on their assessment of the current social welfare conditions in their region, may also opt to develop social technology projects in their areas of operation. In such cases, the F.O.s shall take charge of the whole process of social technology development from conceptualization to replication. The STB shall monitor and provide technical assistance to the F.O. during the process.

3. STB technical staff shall serve as focal person/s to specific social technologies developed by the bureau. A Social Welfare Officer IV shall be assigned to conceptualize, design, formulate the guidelines and manual, and provide technical assistance during the pilot implementation. While a Social Welfare Officer III shall be assigned to manage the actual implementation in the area. As such, he/she shall monitor and document every activity conducted in the field. All these shall be done in close coordination with the F.O. Regional Director and focal person/s and other project partners. Similarly, in relation to item 2 above, the Field Office shall designated focal person/s with the same criteria/ staff qualifications.

4. The DSWD Field Offices shall assign a permanent social technology focal person who will assist in the pilot implementation, monitoring, evaluation, promotion, replication and documentation of STB social technologies in their region. He/She shall also be the focal person for F.O. initiated social technology projects.

5. STB shall assign regional focal persons who shall monitor and provide technical assistance to the Field Office in line with the development of social technologies in the regions.

6. Submission and approval of required documents / deliverables will be as follows:

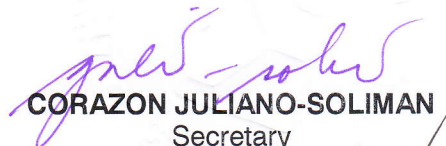| REQUIRED DOCUMENT/S	SOURCE OF DOCUMENT	APPROVING AUTHORITY	TIMELINE FOR SUBMISSION OF REVISED DOCUMENT
• Concept paper • Project Design • Project Guidelines	STB	Undersecretary for Policy and Programs Group	3 working days from receipt of comments
• Project Work and Financial Plan • Documentations of activities conducted including monitoring, technical assistance and evaluation, • Terminal Report • Final Guidelines • Final Implementation Manual • Project documentation • Social Marketing Plan • IEC Materials	F.O.	STB Director	5 working days from receipt of comments
• Draft Implementation Manual	STB	STB Director	5 working days from receipt of comments
	F.O.	F.O. Regional Director	5 working days from receipt of comments

All documents submitted by the Field Office shall be reviewed by the STB which shall in turn send written comments or notice of approval to the F.O. within 10 working days from receipt of the documents.

7. The DSWD F.O. focal person shall provide the Regional Director with updates on the status of the STB and F.O. initiated social technologies in their region.

8. Status of the social technologies that are being developed, implemented or promoted shall be included in the quarterly and annual accomplishment reports submitted to the STB and the Policy Development and Planning Bureau (PDPB).

9. STB shall issue a memorandum to the concerned F.O. when an engagement on a particular social technology ends (i.e., after the launching of the replication). After which the F.O. shall no longer submit updates on such projects to STB but their quarterly and annual reports are submitted to PDPB.

10. Social technology development must be completed within one to three years depending on the targets, objectives and availability of resources. Management and supervision of the implementation must be done by the assigned focal persons of the STB/F.O. and the agency partners. Maximum results must be achieved using minimal resources at the shortest duration.

11. STB shall transfer funds to the concerned FOs to facilitate the implementation of STB-initiated technologies. The concerned FOs shall provide the STB with quarterly updates on fund utilization and shall liquidate such funds based on the usual accounting and auditing rules and regulations.

12. STB shall provide the FOs with fund augmentation based on tested costings for the pilot testing of approved regional social technologies as well as the marketing and promotion of successfully tested projects. However, such shall be subject to approval by the Undersecretaries of Policy and Programs Group (PPG) and General and Support Services Group (GASSG).

13. The FOs may also submit to the PDPB a written request for assistance to access external funding along with the STB-approved proposal.

This Omnibus Guidelines shall take effect immediately and supersedes AO 34 Series of 2003 and other Orders inconsistent with the provisions herein.

Issued in Quezon City, this _10th_ day of __May__ 2011.

CORAZON JULIANO-SOLIMAN
Secretary