

Fifteen years of Decentralization:



The DSWD Experience

*Presented by DSWD Undersecretary **ALICIA R. BALA***

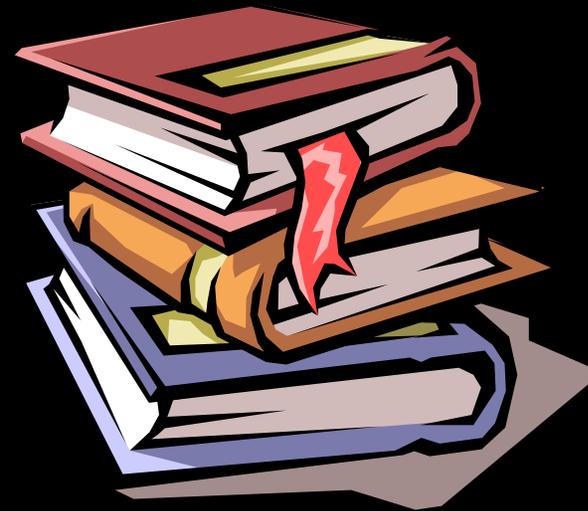
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Paper overview

- I. Introduction
- II. Devolution in DSWD
- III. Gains from Devolution:
DSWD Key Result Areas
- IV. Issues Concerning Devolution of SWD
Programs and Services
- V. Policy Proposals to Sustain Devolution
- VI. DSWD - The Way Forward: Challenges

Republic Act. No. 7160:
The Local Government Code
of 1991



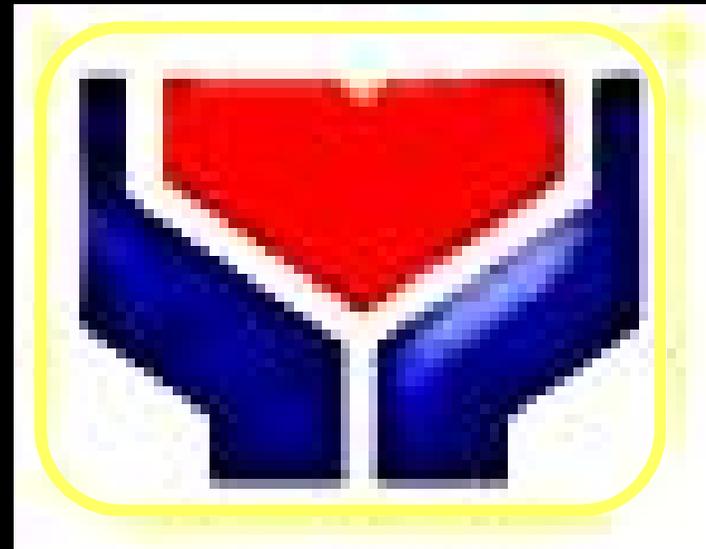
Local Government Code of 1991

- Provided an **enabling environment** within which to pursue an empowering development agenda
- **Changed the institutional arrangements** in the delivery of government's basic social services from national government agencies (NGAs) to local government units (LGUs)

Local Government Code of 1991...

- **Executive Order (EO) No. 503, s. 1992:** called for the transfer of personnel and assets, liabilities and records of NGAs whose functions are to be devolved to the LGUs
- **DSWD:** one of the 3 NGAs

Devolution in DSWD



- **DSWD Department Order No. 5, s. 1992:** Effected the transfer of personnel, assets and liabilities as stipulated by EO 503, s. 1992

Devolved SWD Programs & Services

- **Provincial level:** Disaster relief assistance
- **City/Municipal level:**
 - Self Employment Assistance
 - Family and Community Welfare Program
 - Women Welfare Program
 - Child and Youth Welfare Program
 - Emergency Assistance Program
 - Program for Disabled Persons and Elderly
- **Barangay level:** Day care service

1997 research on devolution of SWD programs and services

- Title: **“Delivery of Social Welfare Services after Devolution and Factors Affecting This”**
- Objective: To determine the status and extent of delivery of social welfare services after the devolution and the factors that affected such delivery
- Respondents: DSWD Regional Officers, LGU Key Officers, NGOs, DSWD Devolved Personnel and Beneficiaries/Clients from 1,450 municipalities in 10 regions and 24 provinces

Findings: Strengths

1. Majority of the SWD devolved personnel assessed all programs/services as "relevant" and "appropriate."
2. All key service providers and clients "agree" that SWD services are more efficient and effective during post-devolution due to:
 - lessened bureaucratic process;
 - decisions are made faster;
 - releases are made easier; and
 - service providers are more visible.

Findings: Strengths

3. In terms of timeliness, emergency assistance and disaster management programs have the highest rating because they are delivered almost immediately when emergencies or disaster occur.
4. In many of the provincial and regional DSWD offices, disaster management and retained special programs/ services implementation is better due to the availability of funds for these programs.

Findings: Strengths

5. Satisfaction of clients have fairly improved after devolution. However, there are still expressed dissatisfaction over some services (e.g., decrease supplemental feeding in day care centers, lack of facilities, lack of honorarium).

Findings: Weaknesses

1. Generally, all programs and services are affected by:
 - limitation/lack of funds at the municipal level
 - lack of manpower and competent staff to undertake some services
 - delays in releases of funds
2. Implementation of SW program is not very good as there are many devolved programs not implemented at the municipal level, e.g. community-based services for street children

Findings: Weaknesses

3. Among the significant drawbacks to the devolution of SWD function:
 - low prioritisation of SW programs/services,
 - political intervention
 - lack of dialogues and consultations

4. Other challenges for devolved workers:
 - limited presence of NGOs in the local level
 - inactive participation of POs due to lack of funds
 - lack of technical support from other GOs in delivery of SWD services

Findings: Weaknesses

5. MSWDO:

- optional in the Local Government Code
- either merged with the population office or the department of agriculture and health offices

6. LCEs: supervise P/MSWDOs

Effects:

- Some devolved personnel are not complying with DSWD FO reportorial requirements.

Post Devolution

Post-devolution policy issuances

- **EO 15, s. 1998:** Redirected the functions and operations of DSWD
- **EO 221, s. 1998:** amended EO 15
 - Enabler of LGUs, NGOs and other NGAs, POs
 - Implementor of statutory laws and specialized programs and services
 - Developer & monitor of standards in SWD
 - Licensor & accreditor of SWD agencies and service providers

Functional Shift

ROWING

direct service
provider of
basic social
service



STEERING

Enabler: Standards setting, technical assistance and resource augmentation, prototype development and pilot-testing of projects

Advocate: Policy formulation, protection and promotion of rights of basic sectors

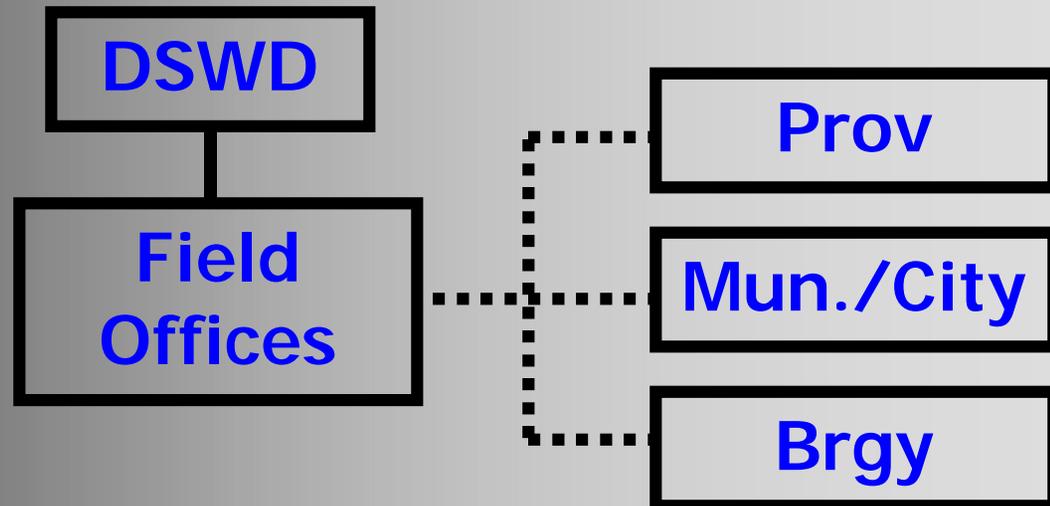
Implementor of statutory and specialized programs and services

Relationship: DSWD - LGU

Pre-devolution



Post devolution



DSWD MISSION

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graph TD; A[DSWD MISSION] --> B[Social Welfare]; A --> C[Social Development]; B --- D["The DSWD provides social protection and promotes the rights and welfare of the poor, vulnerable and the disadvantaged individuals"]; C --- E["The DSWD promotes empowerment and development for disadvantaged groups through capability-building"];
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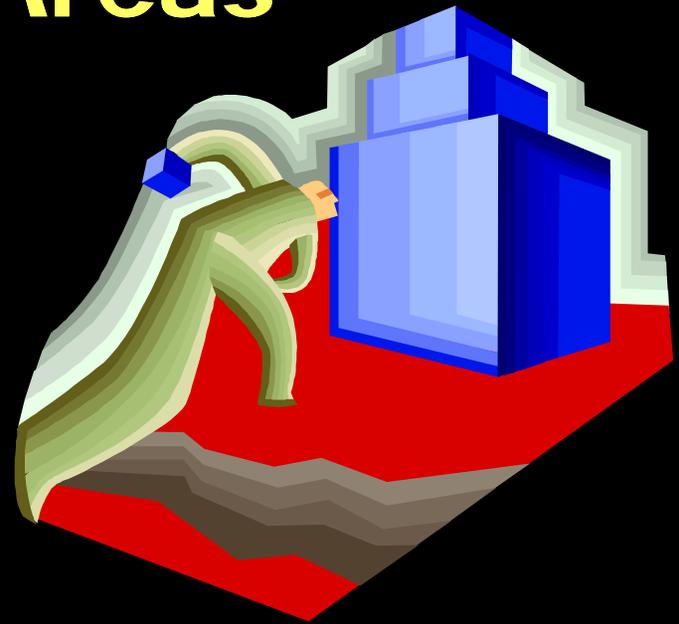
Social Welfare

The DSWD provides social protection and promotes the rights and welfare of the poor, vulnerable and the disadvantaged individuals

Social Development

The DSWD promotes empowerment and development for disadvantaged groups through capability-building

Gains from Devolution: DSWD Key Result Areas



Policy and Plan Development

1. Provision of technical assistance to LGUs in the preparation of SWD situationer
2. SWD situationer became basis in SWD planning and inputs to Local Development Plans
3. Advocacy for the passage of local ordinances/resolutions in support of national laws
 - **125 resolutions passed as of 1st sem, 2006**

Policy and Plan Development

4. Formulation of various sectoral plans

- Family
- Senior citizens
- Youth
- Persons with disabilities
- Children
- Women

Social Technology Development

1. Pilot-testing of projects:
COST-SHARING



DSWD

fund and technical
assistance



LGU

staff and actual
implementation

Social Technology Development

2. Promotion of good practices (Replication)

Neighborhood Support Services or Older Persons (NSSOP)

- a community-based program that involves the community to take effective steps to enhance family members' care-giving capability to sick, frail, bedridden and/or disabled older persons
- Areas that signified interest to replicate: Borongan in Region VIII, Gingoog in Region X, among others

Social Protection and Capability Building

1. Technical assistance and capability building

- A total of 39,255 SWD implementers and intermediaries nationwide participated in 987 training programs conducted by DSWD in 2005
- Training programs focus:
 - Case management
 - Transfer of technology & direct service delivery
 - Organizational development
 - Advocacy on behalf of vulnerable sectors
 - Standards development
 - Network and partnerships
 - Policy development

Social Protection and Capability Building

2. Resource augmentation for relief operations and rehabilitation

- In 2005, DSWD extended assistance to LGUs that were greatly affected by disasters in the form of:
 - shelter
 - supplemental feeding
 - relief goods
 - stress debriefing and counseling services
- Beneficiaries: A total of 233,570 families out of 402,698 affected families

3. Assistance to Individuals/Families in Crisis Situations

Social Protection and Capability Building

4. Use of PDAF to support LGU projects

5. Accessing to resources

Examples

- Construction of day care centers – Ronald McDonald House Charities
- Supplemental feeding program – Jollibee Corp. and Kabisig ng Kalahi

Social Protection and Capability Building

6. Partnerships and cost-sharing

- **KALAHI-CIDSS Project**
 - Cost-sharing
 - P1.6 billion - grants
 - P625 million – local counterpart contributions
 - KC Areas (as of 2005): 4,270 barangays in 177 municipalities in 42 provinces in 13 regions

Early Childhood Development (ECD) Project

- launched in 1999
- Objectives: to enhance the quality and coverage of essential health, nutrition, psychosocial development and early education services for children ages 0-6 years.
- Beneficiaries: 0-6 years old children from 1,522 barangays in 132 municipalities and cities in 13 provinces of Regions VI, VII, XII

Self Employment Assistance Kaunlaran (SEA-K)

- 2005: 951 SEA-K associations were organized nationwide

Standards Setting and Compliance

1. **Standards developed:**

Guidelines:

- Delivery of Social Services in LGUs
- Accreditation of Day Care Centers and Day Care Workers
- Accreditation of Marriage Counselors
- Accreditation of Social Workers Handling Court-related Cases

Incentive for Day Care Accreditors:
P200.00 per day care center

Standards Setting and Compliance

Status of accreditation:

- Day care centers: 3,355 (2005)
- Day care workers: 3,326 (2005)
- Marriage counselors: 201 (2006)
- Social Workers handling court-related cases: 139 (2006)

Standards Setting and Compliance

2. Local partnerships through the Area-Based Standards Network (ABSNET)

- Local network composed of LGUs and registered, licensed, and accredited SWD agencies

Functions:

- To strengthen the cooperation and coordination among SWDAs
- To ensure quality implementation of programs and services

Standards Setting and Compliance

2. Local partnerships through the Area-Based Standards Network (ABSNET)

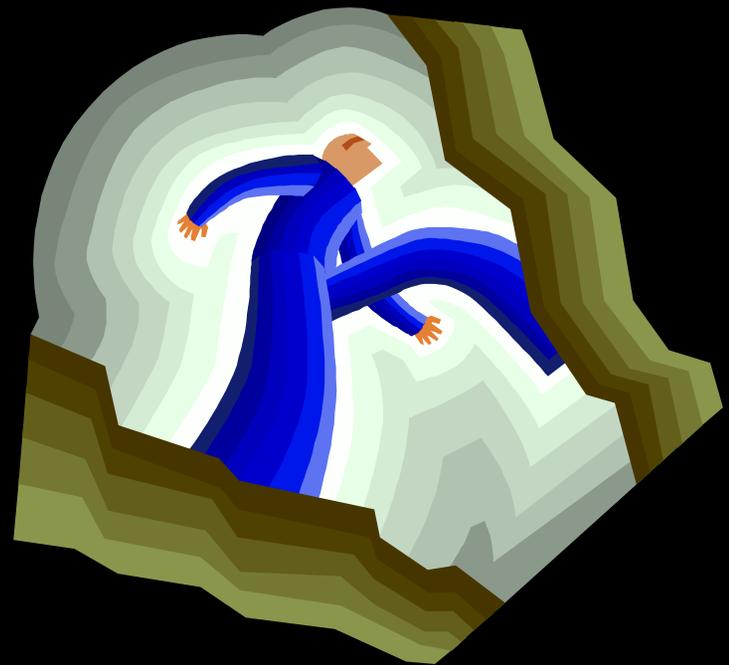
- 37 ABSNET clusters in 16 FOs to date
- Support to ABSNET clusters:
Mobilization fund of P25,000 per year per cluster (started in 2001)

Feedback mechanisms

1. Satisfaction Survey thru Focused group Discussion

- Title: Rapid Assessment of DSWD Programs and Services
- Objectives:
 - To conduct an assessment of DSWD's overall performance based on clients' and partners' perspectives
 - To identify opportunities for service improvement
- Date conducted: July – September 2004
- Respondents:
 - Direct service clients
 - Partners/intermediaries who have established partnership with DSWD at least 2 years and have provided assistance and other capability building activities

Issues concerning Devolution of SWD Programs and Services



A. LGUs' non-submission of reports on the implementation of devolved SWD

- To date: only 34 LGUs or 2.1% of total 1,618 LGUS have submitted 1st semester CY 2006 report on SWD implementation

B. Various issues identified through FGD & Survey on DSWD programs (2004)

View of Partners

- Access to programs and services is affected by political influence
- Problems in coordination and communication
- Insufficient resources
 - Facilities not conducive for counseling

B. Various issues identified through FGD & Survey on DSWD programs (2004)

Views of Partners

- Absence of the ff. important systems:
 - Monitoring and evaluation
 - Partnership and networking
- Concern about social workers
 - Quality of service
 - Political appointees of non-SW in LGUs
 - Weak advocacy for the Magna Carta for SW

B. Various issues identified through FGD & Survey on DSWD programs (2004)

Views of Clients

- Inadequate programs and services,
 - Limited educational assistance
 - Limited opportunities for employment of PWDs
- Weak advocacy on the provisions of relevant laws such as Magna Carta for PWDs and Senior Citizens Act

B. Various issues identified through FGD & Survey on DSWD programs (2004)

Views of Clients

- Inadequate facilities
- Resource limitation
 - Lack of transportation for attending court hearings/emergency situations
 - Low quality food in centers
 - Low subsidy for foster parents
 - Limited supplies

B. Various issues identified through FGD & Survey on DSWD programs (2004)

Views of Clients

- Systems Procedures
 - Delays in processing/delivery of services/funds
 - Tedious process and numerous requirements
 - Absence of feedback on requests

Policy Proposals to Sustain Devolution

1. Harmonization of:

- planning and budgeting processes between national and local levels
- capability-building programs for LGUs along planning, budgeting, resource mobilization and service delivery

- reporting system

Rationalized Planning System (RPS)

- Initiated by DILG
 - Aims to put into order local planning and rationalize planning structures and process
-
- Setting criteria for the identification of pilot areas for implementation of projects funded by NGAs and ODA

2. Maximization of the Leagues as the conduit between the national agencies and LGUS
3. Continue promoting good practices on SWD delivery system
4. Institutionalizing feedback mechanism

5. Advocate for the adoption of the Community-Based Monitoring System among the LGUs as the tool to monitor poverty reduction efforts
6. Amendment of Local Government Code to make the appointment of C/MSWD Officer mandatory

DSWD –

**The Way Forward:
Challenges**



More meaningful and responsive social welfare and development

- 1. Delivering better & faster services**
- 2. Smarter delivery of services thru the use of data and research**
- 3. Governance – training and networking**
- 4. Social marketing**

1. Delivering better and faster services

Focusing on services that make the most impact:

- **Social services**
 - Centers and institutions
 - Adoption services and foster care
 - Other frontline services
- **Social development**
 - KALAHI-CIDSS, SEA-K and Livelihood programs
- **Social protection**
 - Emergency response and preparedness
 - Assistance to Individuals in Crisis Situations

1. Delivering better and faster services

Tools and methodologies we will use:

- Better policies and legislation
- Technical Assistance and Resource Augmentation
 - Creating the right incentives
- Accreditation to improve service delivery
 - Program standards review and development
 - Improving processes and procedures

2. Smarter delivery of services thru the use of data and research

Right program for the right people

- **Mapping the gaps in programs**
 - SWD situationer
 - Data management and analysis
- **Targeting the poor**
 - Mapping the poor and monitoring outcomes
- **Prioritizing programs and projects**
 - Evaluation & impact assessment of ongoing programs
- **Building in monitoring & eval. in all programs**

3. Governance – training and networking

Building capacities/energizing

- **Institutional clarity**
 - Vision, Mission and Goals
- **Training to improve competencies**
- **Building institutions and partnerships**
- **Budget, resources**
 - What's funded & unfunded
 - How much it costs
 - Strategy for resource generation

4. Social marketing

- Performance systems
- Developing the strategy
- Building in social marketing in all programs
- Communicating institutional clarity
 - Internal
 - External

Thank you very much