

Social Monitoring Report

Semi Annual Report
January - June 2021

October 2021

Philippines: Expanded Social Assistance Project

Prepared by the Department of Social Welfare and Development for the Asian
Development Bank.

ABBREVIATIONS

BLGU	–	Barangay Local Government Unit
CAR	–	Cordillera Administrative Region
CARAGA	–	Caraga Administrative Region
CF	–	Community Facilitators
C/FDS	–	Community Family Development Session
CHED	–	Commission on Higher Education
CO	–	Community Organizing
CSO	–	Civil society organization
DepEd	–	Department of Education
DSWD	–	Department of Social Welfare and Development
ESGPPA	–	Expanded Students Grant-in-Aid Program for Poverty Alleviation Program
GAD	–	Gender and Development
GIDA	–	Geographically isolated and disadvantaged area
GRS	–	Grievance Redress System
HHs	–	Households
IKSP	–	Indigenous knowledge systems and practices
IP	–	Indigenous People
IPP	–	Indigenous People's Plan
LGU	–	Local Government Unit
MCCT	–	Modified Conditional Cash Transfer
MLs	–	Municipal Links
NIR	–	Negros Island Region
NGA	–	National Government Agency
NGO	–	Non-government organization
Pantawid	–	Pantawid Pamilyang Pilipino Program
PPIS	–	Pantawid Pamilya Information System
RCCT	–	Regular conditional cash transfer
RPMO	–	Regional Program Management Office
SSI	–	Social Services Intervention
TA	–	Technical Assistance
UPPI	–	University of the Philippines Population Institute
WEEL	–	Women's Economic Empowerment and Leadership

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Social Safeguard (Indigenous People) Monitoring Report

EXECUTIVE SUMMARY

1. The Expanded Social Assistance Project aims to support the Pantawid Pamilyang Pilipino Program (4Ps), a government program that provides cash grants to poor households conditional on their compliance to health and education requirements. The program aims to have positive impacts for IPs by ensuring the inclusion of the IPs on the program's targeting system, providing additional cash income that will help support the IP children's education, allowing them to avail health services, and enhance their acceptance of and participation in the national immunization program, and providing support services and intervention to IPs in geographically isolated and disadvantaged areas (GIDA). Community and Family Development Sessions (CFDS) also provide a venue for indigenous communities to learn about their individual and collective rights in addition to topics related to health, food security, and livelihood, and serve as an opportunity for communities to discuss issues affecting their cultural, economic, and social wellbeing.

2. This Indigenous Peoples Plan (IPP) provides guidance to guarantee culturally appropriate program implementation for indigenous beneficiaries and to develop measures to minimize and mitigate any unavoidable adverse impacts. The goal is to ensure indigenous beneficiaries receive social and economic benefits that are culturally appropriate and gender responsive. As per loan covenant, this document is being disclosed in the ADB website semi-annually. For this period, the following have been achieved:

- a. The National Program Management Office (NPMO) continuously coordinate with the National Household Targeting Office (NHTO) and 4Ps Regional Program Management Offices (RPMO) to ensure that IP beneficiaries are enumerated and encoded at the regional level. Regional MCCT and IP focals were advised to provide assistance to Listahanan offices as needed. Prior to the pandemic, culture and IP sensitivity orientations were provided to Listahanan enumerators in some regions.
- b. With the passage of Republic Act 11310, convergence among key national government agencies (NGA) through the National Technical Working Group was reinforced. Through this, key agencies including DepEd, DOH, and NCIP are expected to contribute on the improvement of education, health and nutrition among program beneficiaries.
- c. To ensure continuous facilitation of community and family development sessions (C/FDS) amidst the pandemic, creative and IP-sensitive eFDS were conducted in several regions such as: eFDS Facebook Post, FDS on Chat or Messaging Group, Printed eFDS, Basa-Pasa or Wall-Dikit, Small Group Neighborhood Sessions (SGNS), eFDS Text Blast, Facebook Live Streaming, eFDS on Air and C/FDS at Home.
- d. Issues and concerns related to health and education gathered during field visits were continuously reported by regional IP Focals during inter-agency meetings. Brief orientation on culture and IP sensitivity were also provided by regional IP focals during meetings as needed.
- e. The Pantawid's Grievance Redress System Sub-Operations Manual ensures that grievances from IP beneficiaries are captured, resolved, and reported.
- f. 4Ps staffs are continuously capacitated to ensure implementation of IP-sensitive and responsive program. In some region, culture and IP sensitivity orientations were provided during orientations of newly hired staff/ personnel. Tools provided by NPMO are continuously utilized to assist the regional IP focals in understanding the specific situation of IPs in their respective regions.

I. INTRODUCTION AND PROJECT OVERVIEW

Project Number and Title:	L3930-PHI: Expanded Social Assistance Project	
Safeguards Category	Indigenous Peoples	B
	Involuntary Resettlement	C
Reporting period:	January 2021 - June 2021	
Key Project activities	Conduct of C/FDS modalities applicable to the situation of IPs; Reconstitution of Pantawid Pamilyang Pilipino Program (4Ps) IP Technical Working Group (TWG); and the Approval of the Enhanced Support Services Intervention (ESSI) Guidelines.	
Report prepared by:	Department of Social Welfare and Development	

3. The Expanded Social Assistance Project (ESAP) will support the Government of the Philippine's Pantawid Pamilyang Pilipino Program (4Ps) by financing a portion of the education and health conditional cash transfers (CCTs) provided to poor households; strengthening compliance verification, payroll and grievance redress systems of the Department of Social Welfare and Development (DSWD); building linkages with complementary social programs; and improving project management, monitoring, and impact evaluation. The ESAP will build on the ongoing support of the Asian Development Bank (ADB) for the 4Ps since 2010, with the total sum of \$800 million. It will support the DSWD in fulfilling its vision of "all Filipinos free from hunger and poverty, having equal access to opportunities, enabled by a fair, just and peaceful society.

4. The ESAP is aligned with the following impact statement: "a universal and transformative social protection system that builds socioeconomic resilience". The expected outcome for this project is education and health profile of the children of 4Ps households improved. To do so, this project supports the following output:

- Output 1: CCTs delivered effectively and on time
- Output 2: CCT delivery systems strengthened (under TA facility)
- Output 3: Awareness building, connections with complementary social programs, project management, and evaluation capacity strengthened

5. The entire \$500 million loan proceeds of the project will be used for the share of the CCT grants to 4.4 million poor households with children aged 0-18 and/or pregnant women. The project was approved in April 22, 2020 and became effective on July 21, 2020.

6. The DSWD, as the executing agency of the project, is led by the DSWD Secretary as the national project director responsible for the management of project activities. A full-time national project manager and two senior executives who are designated as national deputy project managers for operations and support manage the day-to-day operations of the NPMO. The NPMO is staffed by professional and technical support personnel that make up the (i) Planning Monitoring and Evaluation Division; (ii) Social Marketing Division; (iii) Gender and Development Division; (iv) Beneficiary and Data Management Division; (v) Grievance Redress Division; (vi) Compliance Verification Division; (vii) Institutional Partnership Division; (viii) Family Development Division; (ix) Modified Conditional Cash Transfer Division (MCCTD); (x) Capability Building Division; (xi) Risk Management and Quality Assurance Division; and (xii) Administrative Support Division.

7. The NPMO ensures that all activities and measures detailed in the Indigenous Peoples Plan (IPP) will be implemented according to the agreed time frame. The MCCT-IP Unit, with the support of the 17 regional IP focal persons, is responsible for IPP implementation at both the national and regional levels. The MCCT-IP unit develops a system to monitor IPP implementation and compliance.

8. The project dedicates a National IP Focal whose focus will be the implementation and monitoring of the IPP. The main task of the National IP Focal is to sensitize program staff and provide guidance in program matters that may impact the social and cultural well-being of IP communities. The National IP Focal is responsible for formulating guidelines, manuals, and training materials that promote the development of culturally competent staff. The National IP Focal ensures that the regional IP focal persons are aware of the mitigation measures in the IPP, and policies/guidelines pertaining to IPs. Currently, an IP focal person and alternate IP focal are designated to ensure IP responsiveness of the whole 4Ps, through the supervision of the MCCT Division Chief.

II. STATUS OF PROJECT IMPLEMENTATION

9. As of June 30, 2021, there are **645,503 (15.1%)** IP households currently covered by the program. Of this number, **463,330 (71.8%)** households are located in Mindanao; **163,084 (25.3%)** are located in Luzon; and **19,089 (3.0%)** are in Visayas. Table 1 shows the regional breakdown of IP households.

Table 1. Regional Breakdown of the Number of IP Households and Household Members

Island/ Region	No. of IP Households	Percentage (%)	No. IP Household Members	Percentage (%)
NCR	550	0.1%	3,150	0.1%
CAR	37,294	5.8%	235,091	6.8%
I	13,296	2.1%	76,567	2.2%
II	32,406	5.0%	206,253	5.9%
III	12,323	1.9%	65,599	1.9%
IV-A CALABARZON	2,837	0.4%	15,329	0.4%
MIMAROPA	57,350	8.9%	315,955	9.1%
V	7,028	1.1%	35,864	1.0%
Luzon	163,084	25.3%	953,808	27.4%
VI	15,274	2.4%	92,954	2.7%
VII	3,554	0.6%	17,732	0.5%
VIII	261	0.0%	1,240	0.0%
Visayas	19,089	3.0%	111,926	3.2%
IX	85,513	13.2%	434,017	12.5%
X	54,569	8.5%	284,219	8.2%
XI	103,782	16.1%	536,367	15.4%
XII	74,390	11.5%	392,588	11.3%
Caraga	37,029	5.7%	195,381	5.6%
BARMM	108,047	16.7%	572,452	16.4%
Mindanao	463,330	71.8%	2,415,024	69.4%
Grand Total	645,503	100.0%	3,480,758	100.0%

10. Majority of IP households and household members are located in **BARMM**, accounting for **108,047 (16.7%)** households and **572,452 (16.4%)** household members. This is followed by **Region XI** with **103,782 households (16.1%)** and **536,367 (15.4%)** household members; and **Region IX** with **85,513 households (13.2%)** and **434,017 household members (12.5%)**.

11. Based on the percentage of IP households by region as shown in Figure 1, **CAR** has the highest share, representing **64.6%** of its total household beneficiaries. Meanwhile, **Region VIII** has the lowest share with only **0.1%** that are IPs.

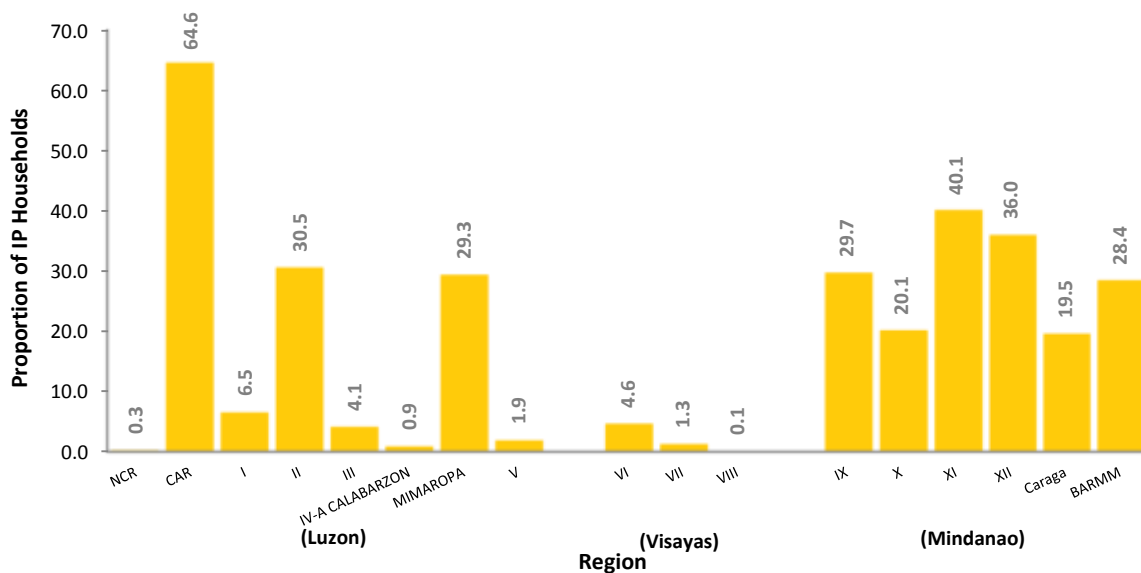


Figure 1. Proportion of IP Household in the Program by Region

12. Top ten IP affiliations with the most number of IP households beneficiary in the program is shown in Table 2. Most of the IP households belong to the **Tingguian-Itneg** group accounting for **53,514 (8.3%)** IP household beneficiaries. This is followed by the **Subanon/Subanen (7.6%)**, **Manobo (7.1%)**, **Yakan (5.2%)**, **Sama (5.1%)**, and **Maguindanaon (3.8%)**. Also included are **Iraya (2.9%)**, **B'laan (2.8%)**, **Cimmaron (2.2%)**, and **Higaonon (2.1%)**. Although listed as non-IP per NCIP, the program recognizes its Yakan and Maguindanaon households as IPs based on the principle of “self-ascription” and “ascription by others” per definition provided by IPRA.

Table 2. Top Ten IP Affiliations with the Most Number of IP Households

IP Group	No. of IP HHs	Percentage in Total IP 4Ps HHs (%)
Tingguian-Itneg	53,514	8.3%
Subanon	49,084	7.6%
Manobo	45,670	7.1%
Yakan	33,733	5.2%
Sama	32,983	5.1%
Maguindanaon	24,289	3.8%
Iraya	18,883	2.9%
B'Laan	18,332	2.8%
Cimmaron	14,037	2.2%
Higaonon	13,958	2.2%
Others	341,020	52.8%

III. OBJECTIVE AND SCOPE OF THE MONITORING

13. The four-year Expanded Social Assistance Project (ESAP) builds on a decade of the Asian Development Bank (ADB) support for social protection in the Philippines. The project (i) finances a portion of the conditional cash transfers (CCT) to 4.4 million poor households identified through an objective and robust targeting system; (ii) strengthens the implementation capacity of the implementing agency; and (iii) enhances targeting and monitoring of the 4Ps. The project has the following outcomes: (i) education and health profile of poor children improved, and (ii) poverty and vulnerability to shocks reduced.

14. The project is expected to have positive impacts for IPs by providing additional cash income that will help support their children's education. It will also allow them to avail of health services and enhance their acceptance of and participation in the national immunization program. Improved targeting and program monitoring will ensure that indigenous households are included and will benefit from the various social programs available. Community and Family Development Sessions (CFDS) provide a venue for indigenous communities to learn about their individual and collective rights in addition to topics related to health, food security, and livelihood. They serve as an opportunity for communities to discuss issues affecting their cultural, economic, and social wellbeing.

15. The principal objective of the various interventions under the 4Ps is to prevent exclusion of indigenous groups due to lack of information about the program, physical isolation, poverty, and discrimination. The project will not involve civil works, and will not lead to any land or asset acquisition. There will be no physical displacement or temporary involuntary resettlement impacts under the proposed project. The project has been categorized as B for indigenous peoples and C for involuntary resettlement.

16. This Indigenous Peoples Plan (IPP) has been prepared in accordance with the ADB Safeguard Policy Statement (SPS) on indigenous people safeguards. The plan specifies safeguard provisions to be monitored during project implementation to ensure that benefits are equally distributed. The IPP provides the guidance necessary to guarantee culturally appropriate program implementation for indigenous beneficiaries. The project will employ culturally appropriate and gender sensitive consultation processes when engaging tribal leaders, indigenous communities, and IP representatives.

17. The DSWD has developed monitoring and evaluation system guidelines for geographically isolated and disadvantaged areas to ensure that the system is able to capture IP-specific indicators such as the following:

Indicators	Process Indicators
Demographic baseline	<ul style="list-style-type: none">• The number of IPs by region• Number of households with handicapped, elderly or invalid members• Number of female-headed households• Number of poor households• Number of households headed by the elderly
Consultation and participation	<ul style="list-style-type: none">• Number of consultation and participation activities that occur—meetings, FGDs, information dissemination, brochures, flyers, training• Percentage of IPs as participants• Number of meetings exclusively with indigenous women• Location of information disclosure• Languages used at meetings and information disclosure• Consultation and participation progress against plan and budget
Grievance Redress	<ul style="list-style-type: none">• Total number of IPs using the project level GRM• Number of grievances received by nature of grievance

	<ul style="list-style-type: none"> • Number of grievances resolved and length of time taken to be resolved; and • Number of grievances not resolved and reasons for not being resolved yet
Implementation of mitigation measures and beneficial measures	<ul style="list-style-type: none"> • Number of indigenous beneficiaries benefitting from 4Ps disaggregated by gender, age group and geographic location • Number of IPs participating in the capacity training programs • Number of provided with IEC materials disaggregated by gender • Languages used in the training sessions and IEC materials • Safety of indigenous women and children in fulfilling program conditions

18. A bi-monthly update is provided through the progress reports and review missions. DSWD IP Unit at the DSWD Central Office coordinates with the IP focals in the different regions and consolidates the submitted IP Quarterly Reports. These reports, together with submitted IP data from 4Ps National Program Management Office (NPMO) divisions, and other IP-related initiatives spearheaded by the MCCT IP unit are consolidated into progress reports which provide the compliance with the updated indigenous peoples' plan requirements.

19. The progress reports on IPP implementation was prepared and disclosed through the ADB website. Summaries of the monitoring reports are also posted in barangay offices and tribal halls, and delivered to IPs through their tribal representatives as possible. DSWD also reports on the program in its website: <https://pantawid.dswd.gov.ph/>. Program materials produced such as Frequently Asked Questions (FAQs), briefers, testimonials from beneficiaries including IPs, are also posted online.

IV. INDIGENOUS PEOPLES PERFORMANCE MONITORING

20. The IPP provides guidance to guarantee culturally-appropriate program implementation for indigenous beneficiaries, and to develop measures to minimize and mitigate any unavoidable adverse impacts. The status of the implementation of mitigation measures of negative impacts and enhancement of positive impacts of the ESAP for the period January – June 2021 is found in Table 3.

Table 3: Status of Implementation of Mitigation and Beneficial Measures

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
Timely social transfers delivered effectively	<p>At least fifteen percent of the eligible and active 4Ps households receiving cash grants are indigenous households.</p> <p>Cash transfers at the higher rates laid down in the 4Ps law help the indigenous households improve their children's health and nutrition, and cover their education expenses.</p>	<p>Indigenous peoples may not avail of the education and health grants which can result in social exclusion.</p> <p>For geographically isolated indigenous communities, increasing the presence of money in self-sufficient, mainly cashless societies may lead to the erosion of traditional values and practices, including sharing,</p>	<p>Ensure that national and regional IP focal persons have a thorough understanding of the diversity of indigenous cultures and possess the ability to develop culturally appropriate strategies, avoiding a one-size-fits-all approach.</p>	Yes	<ul style="list-style-type: none"> • Presence of national and regional IP focals are ensured and capacitated to carry their functions. Hiring of IP focals both at the RPMO and NPMO requires thorough understanding of the plight of IPs as stated on their Terms of Reference (TOR). • The NPMO thru the MCCT IP unit, initiated the 4Ps TWG Meeting for Indigenous Peoples (IP) in March 29, 2021 which aimed to create and convene the 4Ps TWG for IPs, identify commitments per division, and harmonize IP data and GIDA definition to ensure an IP-sensitive and responsive program. 4Ps National IP Profile and the Pantawid Pamilya IP Framework (PPIPF) was discussed during the meeting along with other IP-related topics and concerns (See Annex A). • Pantawid Pamilya IP Framework (PPIPF) and IP safeguards were discussed to regional IP focals and MCCT focals during the Technical Assistance on the Program Safeguards and Data Management last April 6-8, 2021. Social Monitoring Report for ESAP as of December 2020 was also presented for the regions to understand and appreciate the 	

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		<p>reciprocity, and redistribution of resources.</p> <p>In communities where traditional livelihood strategies are still practiced and traditional values still held, the introduction of additional money may promote the development of a cash-based economy, with the potential to change social relationships and</p>			<p>consolidated output of their submitted IP quarterly reports (See Annex B).</p> <ul style="list-style-type: none"> The NPMO initiated the development of the Guidance Note on the Integration of Community Organizing in the KILOS-UNLAD Strategy of Pantawid Pamilyang Pilipino Program to guide the field workers in conducting community organizing and organization development (CO-OD) strategy and community development activities that will promote sustainability of projects and organization towards the transition and exit of program beneficiaries. Regional IP profile is continuously reported by the regional IP focals to the NPMO thru their IP quarterly report. This was included on the reporting template so as to ensure that the regional IP focals are aware and knowledgeable on the distinct characteristics and needs of the indigenous peoples in their respective region Number of 4Ps IP staff are continuously accounted and monitored to identify increasing or decreasing trend. This is done in recognition of the valuable knowledge and first-hand information that IP staff can provide on their fellow IPs. For this period, there is a total of 464 IP staff with breakdown as follows: 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)																								
		communal integrity.			<table><tr><th>Region</th><th>Number of IP staff</th></tr><tr><td>NCR</td><td>2</td></tr><tr><td>CAR</td><td>224</td></tr><tr><td>I</td><td>42</td></tr><tr><td>II</td><td>53</td></tr><tr><td>MIMAROPA</td><td>18</td></tr><tr><td>V</td><td>3</td></tr><tr><td>VI</td><td>8</td></tr><tr><td>X</td><td>17</td></tr><tr><td>XII</td><td>48</td></tr><tr><td>CARAGA</td><td>49</td></tr><tr><td>TOTAL</td><td>464</td></tr></table>	Region	Number of IP staff	NCR	2	CAR	224	I	42	II	53	MIMAROPA	18	V	3	VI	8	X	17	XII	48	CARAGA	49	TOTAL	464	
			Region	Number of IP staff																										
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			Strengthen the consultation process that allows IP communities to critically analyze the unintended consequences of the program that could affect multiple aspects of their lives. The output of the consultations will be an informed decision by the community on if and how to engage the program.	Yes	<ul style="list-style-type: none">Consultations among IPs are regularly conducted at the field through the conduct of Community and Family Development Session (C/FDS) and field visits. Through the conduct of consultations, issues, concerns and pressing needs especially during the time of the pandemic were gathered by the field workers. The conduct of CFDS served as venue in sharing and in exchange of information and in resolving issues and needs. Reasons for non-compliance were gathered through CFDS and field visits.Regional IP Focals continuously conduct consultations with IP communities on top of the conduct of CFDS. Limitations however are																									

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					<p>currently experienced due to COVID-19. For this period, only FO VI and FO CARAGA was able to conduct consultation with IP beneficiaries.</p> <ul style="list-style-type: none"> In FO CARAGA, series of consultation meetings and skills training was conducted among different associations within the region to engage the IP beneficiaries in identifying their preferred SSI project (See Annex C). FO VI was able to conduct two (2) consultation meetings: (1) In an IP community at Barangay Imba, Caluya, Antique, inviting a Coyunen IP leader and addressing the community's program concerns; and (2) In Anini-y, Antique which served as a venue to strengthen IP involvement in the community, ensure that they are not left behind, and that the needs of the community are being heard and addressed (See Annex D). 	
			Commission a team of anthropologists to study the potential impacts of the introduction of additional cash on indigenous social structure, relationships, redistribution of	No	<ul style="list-style-type: none"> Coordination with other DSWD offices and other agencies are ongoing for various researches involving 4Ps IP beneficiaries. Specific study on the impact of cash to IPs is not part of the objectives of these researches however. 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/ Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
			resources, and value of sharing.			
		Despite attention to indigenous women's safety, some women may still be vulnerable during the day they claim their cash allotment because of the distance they need to travel. ¹	<p>Ensure women's safety and practical gender needs during payouts.</p> <ul style="list-style-type: none"> Consolidate relevant geographic and demographic data Produce maps of target beneficiaries in GIDA to provide adequate support to indigenous people, especially women. 	Partial	<ul style="list-style-type: none"> Field Offices (FOs) ensure that women, elderly and PWDs are given priority consideration during payouts. Payouts during the pandemic, especially for the Over the Counter (OTC) cases, are monitored and/ assisted by field workers to ensure that beneficiaries' practical gender needs are addressed while still following the community quarantine protocols The NPMO initiated the development of the Guidance Note on Identifying Geographically Isolated and Disadvantaged Areas (GIDA) in Pantawid Pamilyang Pilipino Program to provide guidance and tools to properly identify GIDA thereby ensuring appropriate interventions based on the specific needs of the area especially the Indigenous Peoples. This guidance note was enhanced based on the comments of 4Ps Operations Cluster and shall be communicated to 4Ps MANCOM and FOs for their 	

¹ Geographic location is a barrier for indigenous women living in isolated communities that often makes it difficult to comply with the program conditionalities. Indigenous women may be vulnerable during the day they receive their cash allotment, since some must walk long distances to reach the payout location. There are cases during the rainy season that women have taken risks crossing flooded rivers in order to comply with the program conditions. The issue of women's safety must be considered, especially those living in isolated communities.

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
					<p>comments and inputs. Update on this will be reported in the next SMR.</p> <ul style="list-style-type: none"> Validation of the program's IP beneficiaries shall be conducted by NCIP. The result of validation shall provide accurate demographic data of IP beneficiaries in the program. Pantawid NPMO is currently waiting for NCIP to share their timeline for the validation. 	
Delivery systems strengthened	<p>The progressive automation of compliance verification, beneficiary updates, and grievance redress makes it easier for IP households to comply with 4Ps conditionalities.</p> <p>The progressive spread of mobile banking and points of sale in remote</p>	<p>For extremely remote areas, individual transportation and other costs incurred in claiming the cash grants are high.</p> <p>Indigenous beneficiaries may pawn or use the cards as collateral to access cash before the scheduled</p>	Establish arrangements with the Land Bank of the Philippines and other service providers to ensure payouts are strategically located.	Partial	<ul style="list-style-type: none"> Close coordination with banks and other financial institutions was conducted to ensure the observance of minimum health standards during payout. 	Shall coordinate with FMS to report arrangements with Landbank

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
	areas will make it easier for IP households to rely on a combination of OTC and cash cards as convenient.	payout, promoting a culture of debt.				
	Improved indigenous peoples' access to health and education services through strengthened partnership with DepEd and DOH in monitoring compliance to program conditions, which take into consideration geography and cultural realities of indigenous	Indigenous children do not benefit from the education since it is not responsive to their needs and aspirations. Indigenous women do not access health services when service providers do not respect their indigenous health beliefs	The NPMO with the IP Unit will define mitigation measures based on the site-specific context. For indigenous communities that are accessible and have access to basic services: <ul style="list-style-type: none"> • Strengthen the partnership with DepEd for the integration of the IP Education curriculum (formal schooling) • Strengthen the partnership with the Department of Health to 	Yes	<ul style="list-style-type: none"> • DepEd, DOH, and NCIP are part of the National Advisory Council and the National Technical Working Group of 4Ps which served the technical and policy making body of 4Ps. The RA 11310 IRR reinforced the convergence among key NGAs through the National Technical Working Group where key agencies are expected to contribute on the improvement of education, health and nutrition among program beneficiaries • Regional IP Focals continue to attend Regional Inter-Agency Committee meetings on IP Health (RIACIPH) conducted in regions IV-MIMAROPA, X and CARAGA. The meetings discussed the updating of Strategic Plan for IP Health for 2021-2022 and the strengthening the commitment of every agency 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/ Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)								
	beneficiaries in fulfilling program conditions. <ul style="list-style-type: none">Indigenous children are able to comply with education conditionalities with access to culturally appropriate methods of teaching and learning.Indigenous women and children are able to comply with the health conditionalities with improved access to essential health care, including maternity care that	and practices.	guarantee culture sensitive services that respect traditional health and birthing practices by: (i) providing culture sensitivity training for health practitioners, (ii) hiring IP midwives, and (iii) ensuring immunization education materials are presented in a language IPs are comfortable with.		<ul style="list-style-type: none">Issues and concerns related to health and education compliance were continuously gathered and reported by regional IP focals through their IP Quarterly Reports. Some issues raised affecting the compliance to health and education are distance from the facility, disinterest due to livelihood, cohabitation with a common law partner, can no longer cope with the demands of school, lack or loss of interest. These issues were raised by the Regional IP Focals during advisory committee meetings to gather actions and support from partner agencies and LGU.Number of trained IP health workers are continuously monitored by regional IP focals in coordination with DOH. For this period, Regions II, VI, and X were able to gather the number of IP health workers accounting to 1452 with breakdown below. Monitoring of IP health workers is important as this has long been identified as one of the facilitating factors in ensuring health compliance among IPs. <table><tr><th>Region</th><th>Number of IP HW</th></tr><tr><td>II</td><td>819</td></tr><tr><td>VI</td><td>375</td></tr><tr><td>X</td><td>258</td></tr></table>	Region	Number of IP HW	II	819	VI	375	X	258	
Region	Number of IP HW													
II	819													
VI	375													
X	258													

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021			Issues for Further Action (as of June 2021)
	meets the criteria of availability, accessibility, and acceptability.					Total	1452	
			<p>For beneficiaries in isolated or extremely remote areas, other modes of fulfilling the education requirements that are responsive to the situation, plans, and aspirations of the community will be considered.</p> <p>EDUCATION</p> <ul style="list-style-type: none">• Communities articulate the purpose and goals they have for education, taking into consideration unintended impacts.• Strengthen partnership with the DepEd IPsEO (Indigenous Peoples Education Office)	Partial	<ul style="list-style-type: none">• DepEd commits the Last Mile School Program which emphasizes education facilities in GIDA. Per DepEd's Memo No. 59 series of 2019: Prioritizing the Development of the Last Mile Schools in 2020-2021: Reaching Out and Closing the Gap, Last mile schools are those with less than four classrooms, usually makeshift and nonstandard ones; no electricity; no funds for repairs or new construction projects in the last four years; and a travel distance of more than one hour away from the center, accessible only through difficult terrain. Likewise, these are schools with multi-grade classes, with less than five teachers, and a population of less than 100 learners, more than 75% of whom are indigenous peoples (See Annex E).• DepEd also issued Memo No. 30 series of 2020 (See Annex F) providing guidelines on the use of IP Education Program Support Funds to their regional offices• The Enhanced Support Services Intervention (ESSI) Guidelines, which includes provision of rental subsidy to			

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/ Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)										
			to ensure quality and responsive education for IP learners.		<p>IP students in GIDA as well as for pregnant IP women, was signed by the Secretary on June 10, 2021. The guideline covers all 4Ps IP beneficiaries living in GIDA and in 4Ps areas with high number of IPs (See Annex G).</p> <ul style="list-style-type: none">Number of trained IP teachers are continuously monitored by regional IP focals in coordination with DepEd and CHED. For this period, Regions II, VI, and X were able to gather the number of IP teachers accounting to 2,872 with breakdown below: <table><tr><th>Region</th><th>Number of IP Teachers</th></tr><tr><td>II</td><td>2447</td></tr><tr><td>VI</td><td>213</td></tr><tr><td>X</td><td>212</td></tr><tr><td>Total</td><td>2872</td></tr></table> <ul style="list-style-type: none">In FO CAR, a group of voluntary tutors was organized by 4Ps IP beneficiaries to help parents meet the demands of modular learning. Through this initiative, graduates who are presently unemployed staff of different agencies such as BLGU, MSWD Office, MDRRM Office, DSWD, PNP, DOH and Philippine Army volunteered to provide free tutorials. (See Annex H)In FO II, teachers conduct home visits to distribute modules and provide special	Region	Number of IP Teachers	II	2447	VI	213	X	212	Total	2872	
Region	Number of IP Teachers															
II	2447															
VI	213															
X	212															
Total	2872															

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
					sessions in areas without internet connection.	
			HEALTH <ul style="list-style-type: none"> Involve communities to explore all possible options to address the issue of access Coordinate with service providers to offer alternative service delivery options (e.g., mobile health teams that provide immunization and other health services in GIDAs) Explore partnerships with other health service providers in isolated communities (e.g., NGOs focusing on health) 	Partial	<ul style="list-style-type: none"> In some regions, health workers and teachers provide home visitation to ensure provision of services despite the challenges brought by the terrain and the pandemic. Strict observance to health protocols are ensured. FDS, field visits and the pilot testing of Kilos Unlad served as venue in involving IP communities in addressing issue of access. Some issues raised affecting the compliance to health and education are distance from the facility, disinterest due to livelihood, and cohabitation with a common law partner. 	
	All indigenous beneficiaries attend monthly CFDSs that	CFDS content is not contextualized to the	Enhance existing tools to determine the needs of both indigenous	Yes	<ul style="list-style-type: none"> 4Ps NPMO drafted a Guidance Notes in Enhancing and Developing Culture-Sensitive and Gender-Responsive 4Ps Modules 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/ Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
	are responsive to their needs and aspirations and integrate IKSP. CFDSs promote inclusion and empowerment, which improve the self-confidence of indigenous beneficiaries.	situation of the indigenous community which may result in cultural change and loss of identity. Inadequate capacity of program staff to facilitate culturally appropriate CFDS.	beneficiaries and implementers in developing gender sensitive and culturally appropriate CFDS modules and learning materials that serve to strengthen cultural identity. Contextualize IEC materials to meet the needs of different target groups (i.e. youth, women, indigenous people, elders, and others).		<p>and Other Learning Materials. The guidance notes is currently being finalized by SSDMD.</p> <ul style="list-style-type: none"> 4Ps NPMO is currently finalizing the GIDA Guidance Note which aims to properly identify the geographically isolated and disadvantaged areas to ensure provision of interventions tailored-fit to the needs of GIDA communities especially the indigenous peoples. 	
				Yes	<ul style="list-style-type: none"> In FO I, a Komiks entitled “<i>Katutubong Pilipino</i>” discussing the brief history of indigenous peoples nationwide was developed and was being used for their FDS conducted in January (See Annex I) Gender and IP-sensitivity of eFDS infographics was ensured with the strengthened coordination between 4Ps NPMO divisions. Inputs from gender and IP focals of the program have been incorporated on eFDS 11: Responsableng Pagbubudget and eFDS 12: <i>Pag-iimpok para sa Kinabukasan</i> (See Annex J) In NCR, the regional IP focal served as a speaker in Usapang Malasakit, 4Ps NCR’s weekly Facebook live activity intended to share program-related information to the beneficiaries. In coordination with the region’s 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
					information officer, the regional IP focal discussed cultural sensitivity and the IPRA law.	
			Enhance capacities of field staff to facilitate culturally appropriate CFDS.	Yes	<ul style="list-style-type: none"> Culture and IP sensitivity orientations/trainings are regularly conducted to new and existing regional staff including regional IP focals. In some regions, Culture and IP sensitivity orientations were provided during orientation of newly hired staff/personnel. In FO X, trainings on their crafted modules on Climate Change and Teenage Prenancy were provided to field staffs in February 8-11 and 16-19, 2021 (See Annex K). 	
			<p>Ensure that FDS modules and learning packages rolled out are culturally sensitive and gender responsive.</p> <p>In areas where indigenous people are a minority and are not comfortable in the presence of many non-IP beneficiaries, FDSs</p>	Yes	<ul style="list-style-type: none"> An Internal Technical Working Group in 4Ps NPMO was created to support the enhancement of FDS and YDS. This TWG shall primarily ensure the enhancement of FDS/YDS and the deliverables of the program as part of its commitment to development partners. Various C/FDS modalities tailored to the new normal and applicable to the situation of IPs were conducted during the reporting period. In IP areas where internet connection is available, electronic FDS (eFDS) is conducted via online platform. In IP areas where internet connection is not available, Small Group Neighborhood Sessions, 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
			should only include IP beneficiaries.		<p>FDS-on-air, and provision of FDS printed materials (e.g. <i>wall-dikit</i>, <i>basa-pasa</i>, and <i>komiks</i>) were conducted:</p> <ul style="list-style-type: none"> - FO NCR: Modes of delivery include eFDS through Facebook post, eFDS through online messaging apps such as Messenger, text brigade, Small Group discussions, and other social media platforms. Culture sensitivity and appropriateness is observed when facilitating or disseminating eFDS sessions to the beneficiaries - FO CAR: The eFDS is being facilitated in the region through local media, printed material (e.g. <i>BasaPasa</i>, <i>Wallpost</i>), SMS, social media, small group discussion, and community activities such as communal garden, clean and green activities, repair and cleaning of water system, and individual backyard gardening (<i>Brigada Eskwela</i>) (See Annex L) - FO I: The Regional Program Management Office (RPMO) used an alternative mode of delivery through the conduct of “C/FDS at Home” using a their developed learning material, the Pantawid Pamilya Komiks - FO II: Translation of FDS modules in Agta Dialect was conducted in coordination with the Agta 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/ Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
					<p>Indigenous Cultural Communities of the Province of Cagayan and the National Commission on Indigenous Peoples Regional Office. Despite the health threat and restrictions of the pandemic, the municipal and provincial operations offices find ways in delivering the Family Development Session/s to 4Ps beneficiaries in the region such as provision of modules, one-on-one FDS and FDS on Air, complying and maintaining minimum health standard protocols. Further, FDS on Air are conducted in the 6 municipalities of Quirino Province, municipalities of Santa, Santa Teresita and Lallo from the province of Cagayan. This FDS on Air is also live-streamed thru the Facebook of the municipal link/s</p> <ul style="list-style-type: none"> - FO III: In areas where internet is available, eFDS was conducted through the FDS Gitnang Luzon Facebook group. In other areas such as in the province of Aurora, FDS-on-air was conducted over the local radio station. Meanwhile in small communities, small group neighborhood sessions were conducted while ensuring minimum health protocols to prevent the spread of the virus 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/ Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
					<ul style="list-style-type: none"> - FO IV- MIMAROPA: Aside from FDS-on-air via television and radio platforms, FDS in the region was conducted thru Small Group Neighborhood Sessions (SGNS) and provision of printed materials in GIDA. - FO VI: Due to challenges in mobility due to the pandemic, printed eFDS were distributed to IPs. In some areas of the region, IP leaders/IP volunteers served as resource persons in C/FDS. - FO IX: the IP Focal served as the resource person during of their FDS-on-air to explain the importance of vaccination among IPs. - FO X: In order to conduct C/FDS in areas without internet connections, field workers sent the C/FDS modules with instruction/guide through habal-habal drivers 	
	Grievance redress mechanisms are readily accessible and tailored to the needs of the indigenous communities.	Indigenous peoples' concerns are not captured and properly addressed.	Enhance the capacities of program staff to handle all issues that have culture and gender implications.	Yes	<ul style="list-style-type: none"> • Kilos-Unlad trainings and orientations were conducted in FO I. Kilos-Unlad is the program's 7-year Social Case Management Strategy which aimed to guide the shepherding of beneficiaries out of poverty and towards improved well-being. IP sensitivity was ensured during the training since one of the pilot testing areas of KU is an IP community. 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/ Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
					<ul style="list-style-type: none"> Several regions were able to provide Culture and IP sensitivity orientations to newly hired staff during this period. In FO V, the Regional IP Focal initiated the updating of the Technical Assistance (TA) materials for the newly hired Pantawid Pamilya Pilipino Program (4Ps) staff to include the program's Indigenous Peoples Framework and some reminders in working with ICCs/IPs. The TA materials crafted was discussed during the Comprehensive Orientation Course for Newly Hired 4Ps staff last January 12, 2021 and April 7, 2021. Further, the IP Focal provided a discussion of the IP Framework and some reminders in the conduct of community consultations and other activities in Indigenous Cultural Communities (ICCs)/Indigenous Peoples (IPs) during the MCCT Staff meeting at the Provincial Operation Office (POO) The proposed finalization of Culture and IP Sensitivity Training Module was postponed due to the limitations brought by the pandemic and change of priorities for this year. 	
			Institute capacity building activities for indigenous peoples to report grievances	Partial	<ul style="list-style-type: none"> IP beneficiaries who were tagged as non-poor on Listahanan 3 were advised to file grievances to raise their concern. Field offices were also advised to 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
			issues and concerns.		coordinate with NHTS field offices for the conduct of resurvey	
Poverty targeting, monitoring and connections with complementary social programs enhanced	<p>All IP households are covered under the Listahanan 3 survey</p> <p>Customary leaders will actively participate in the identification of indigenous beneficiaries.</p>	<p>There is the potential for enumerators to bypass indigenous households, especially in extremely remote areas.</p>	<p>Ensure that no indigenous households are excluded from the Listahanan 3 survey by incorporating the following measures:</p> <ul style="list-style-type: none"> • Improve coordination with local officials, tribal leaders, parent-leaders, and community facilitators to identify the location and identity of poor households, not only in the main population centers but also in small or remote sitios. • Conduct culture sensitivity training to build the knowledge and skills of the enumerators for engaging 	Yes	<ul style="list-style-type: none"> • 4Ps NPMO shared the MCCT Listahanan 3 Result to FOs based on P6 2020 data. Based on the result, 89,685 households or 38.10% was not covered by L3 enumeration. The list of the result was emailed to FOs as their reference in ensuring that all MCCT households were enumerated. The NPMO has been continuously coordinating with the field offices to ensure that IP beneficiaries are enumerated and encoded at the regional level. MCCT and IP focals were advised to provide assistance to Listahanan offices as necessary. • Regional focals are continuously coordinating with local officials and community leaders to identify potential IP beneficiaries. IPs recommended for inclusion to the program were endorsed to the NPMO • Prior to the pandemic, culture sensitivity trainings were provided to Listahanan 3 enumerators in some regions. 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/ Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
			indigenous communities in a culturally sensitive manner. • Mobilize indigenous peoples organizations and NGOs working in the area to serve as third-party monitors. They will conduct spot checks to ensure that enumerators do not overlook or avoid remote households in IP areas, especially in isolated communities.			
	The monitoring and evaluation system accurately reflects the physical, social, economic, and political status of both remote, geographically	The lack of a national data set describing the ethno-linguistic groups, their number, location, and social, economic	Explore strategies to ensure IP representation during spot checks. Develop culturally sensitive indicators to capture the context of indigenous communities.	Yes	<ul style="list-style-type: none"> 4Ps Monthly accomplishment report continuously ensures inclusion of IP data During the IP Focals Meeting in March 29, 2021, the 4Ps Divisions agreed to ensure submission of IP-related data on a quarterly basis. A template was provided by 4Ps IP unit capturing the desired IP data. Submission of this IP data was also included on the offices' 	

Outputs	Anticipated Positive Impacts	Anticipated Negative Impacts	Proposed Mitigation Measures	Compliance status Yes/No/Partial (as of June 2021)	Comments/Reasons for Compliance, Partial Compliance/Non-Compliance As of June 2021	Issues for Further Action (as of June 2021)
	isolated IP communities and those that have roads or are more easily accessible. • Reliable data is collected from the field to validate population, ethnicity, and geographic coverage of the indigenous communities • There is better tracking of impacts and program outcomes for IPs	and political situation will increase the difficulty of data collection. Unable to regularly monitor program effects on indigenous communities Selective monitoring sites (safety concerns)			performance commitment (See Annex M). • The DSWD has developed monitoring and evaluation system guidelines for geographically isolated and disadvantaged areas to ensure that the system is able to capture IP-specific indicators such as the number of female-headed IP households and number of IP households headed by elderly (See Annex N).	
			Produce semi-annual social monitoring reports detailing the strengths and challenges in implementing 4Ps in IP areas.	Yes	• Semi-annual social monitoring reports are continuously prepared capturing both the strengths and challenges of program implementation in IP areas. The social monitoring report incorporates all submitted IP quarterly reports from regional offices as well as updates from 4Ps divisions at the NPMO level. • The NPMO MCCT-IP unit provides guidance and template to the field offices for the submission of the IP Quarterly Report (See Annex O)	
	Program impacts are regularly monitored to ensure the IPP is properly implemented		Conduct an evaluation that compares the impacts of the program on indigenous communities with non-IP communities.	No	(Not conducted during this period)	

V. CONSULTATION, PARTICIPATION AND DISCLOSURE

21. Three (3) activities related to information disclosure, consultation, and coordination meetings were conducted throughout the monitoring period to ensure the participation of IP beneficiaries.

Table 4: Key Activities Conducted (January to June 2021)

Region	Activity	Date/Venue	Participants	Details
CAR	Beautification Activity in lieu of C/FDS	Barangay Namnama and sitio Asinan, Little Tadian, Alfonso Lista, Ifugao	All IP beneficiaries in the area	Beneficiaries voluntarily decided to maintain the cleanliness and beautification of their area in exchange of non-conduct of C/FDS. The Parent Leaders were the ones who encouraged their members to continue the beautification of the waiting shed along the national road. Health protocols were strictly observed, hence, schedule of cleaning was set to limit the number of people at a given time.
II	Search for Model IP Community 2020 or <i>IPAMANA (IP ang YaMan ng Nasyon)</i>	March 15, 2021 1:00 PM (virtual)	RPMO, tribes of Kalanguya-Ikalahan, Ayangan, Tuwali and Agta	Virtual awarding ceremony of the Search for Model IP Community 2020 or IPAMANA (IP ang YaMan ng Nasyon) was conducted with the participation of IP beneficiaries belonging to the tribes of Kalanguya-Ikalahan, Ayangan, Tuwali and Agta. The region recognizes this activity as a way to promote awareness on the plight of IPs.
FO VI	Consultation meeting at Barangay Imba, Caluya, Antique	April 29, 2021	IP beneficiaries and Coyunen IP leader	FO VI was able to conduct two (2) consultation meetings: (1) In an IP community at Barangay Imba, Caluya, Antique, inviting a Coyunen IP leader and addressing the community's program concerns; and (2)
	Consultation meeting at Anini-y, Antique		IP beneficiaries	Consultation meeting was conducted in Anini-y, Antique to serve as venue to strengthen IP involvement in the community, ensure that they are not left behind, and that the needs of the community are being heard and addressed.
CARAGA	Series of Consultation Meetings and Skills Training	Trento Agusan del Sur, Nasipit Agusan del Norte,	IP Focal, MCCT CMT, MCCT Focal, Community Facilitators and	Series of Consultation Meetings and Skills Training was conducted among different associations within the region. The consultation aimed to

Region	Activity	Date/Venue	Participants	Details
		Buenavista Agusan del Norte	Pantawid Workers Working with ICCs	involve the IP beneficiaries in identifying their preferred SSI project

VI. CAPACITY BUILDING

22. The project utilized a two-pronged capacity building strategy. The first is to enhance the capacity of DSWD for program staff fully understand the issues facing indigenous peoples, and the vital role of IKSP with regard to indigenous education and indigenous beliefs and health practices. The second part of the strategy is to build the capacity of indigenous beneficiaries through their participation in family development sessions that will focus on strengthening their agency by concentrating on collective rights and improving organizational management. For this period, several regions were in the process of preparing for the virtual conduct of Culture and IP Sensitivity Training. Other capacity building activities conducted during this period are trainings for the pilot testing of Kilos-Unlad and on the facilitation of IP sensitive modules engaging a total of 42 IP staff.

Table 5: Trainings conducted (January to April 2021)

NPMO/ RPMO	ACTIVITY TITLE	DATE	VENUE	NUMBER OF PARTICIPANTS	NO. OF IPs		TOTAL
					Male	Female	
FO I	Kilos-Unlad Virtual Orientation	January 08, 2021	Virtual via Google Meet	21	1	2	3
FO I	Kilos-Unlad Rollout Virtual Training	January 26-28, 2021	Virtual via Google Meet	29	---	2	2
FO I	Kilos-Unlad Rollout Virtual Training - Batch 3	January 26-28, 2021	Virtual via Google Meet	34	---	5	5
FO I	Kilos-Unlad Orientation for SWA, MRB and CFA - Batch 1	January 29, 2021	Virtual via Google Meet	20	---	1	1
FO X	Training on the Crafted Module on Teenage Pregnancy	February 16-19, 2021	Pearlmount Hotel, Limketkai Drive, Cag.de Oro City	44	1	3	4
FO X	Training on Pantawid Implementers on the Use of Family Development Session Module on Climate Change (Batch 2)	February 8-11, 2021	Pearlmount Hotel, Limketkai Drive, Cag.de Oro City	58	3	4	7
FO I	Kilos-Unlad Rollout Virtual Training - Batch 5	February 1-3, 2021	Virtual via Google Meet	40	---	2	2
FO I	Kilos-Unlad Rollout Virtual Training - Batch 6	February 1-3, 2021	Virtual via Google Meet	29	3	1	4
FO I	Kilos-Unlad Rollout Virtual Training - Batch 7	February 1-3, 2021	Virtual via Google Meet	36	1	2	3
FO I	Kilos-Unlad Rollout Virtual Training - Batch 8	February 1-3, 2021	Virtual via Google Meet	27	---	1	1
FO I	Kilos-Unlad Orientation for SWA, MRB and CFA - Batch 2	February 09, 2021	Virtual via Google Meet	42	1	---	1
FO I	Kilos-Unlad Orientation for SWA, MRB and CFA - Batch 4	February 10, 2021	Virtual via Google Meet	30	---	1	1
FO I	Kilos-Unlad Orientation for SWA, MRB and CFA - Batch 5	February 10, 2021	Virtual via Google Meet	44	1	7	8
TOTAL					11	31	42

VII. GRIEVANCE REDRESS MECHANISM

23. The Pantawid's Grievance Redress System Sub-Operations Manual (**See Annex P**) ensures that grievances from IP beneficiaries are captured and resolved accordingly. Number of grievances filed by IP beneficiaries per category, per region and per modality are shown on tables 6-9. Meanwhile, description of grievance categories can be found in Table 7.

Further during this period, MCCT harmonized its process of appeal for reinstatement with the GRS procedures. Starting P4 2021, MCCT appeals including those from IPs in GIDA, shall be reviewed by GRD prior to the approval of the NPM.

Table 6: Summary of Grievances from IPs per Category (January 2021 to June 2021)

Per Category					
Category	Ongoing	Resolved	Total Number	Resolution Rate	Average Resolution Time
Appeal	73	32	105	30.48%	10.19
Card issue	372	173	545	31.74%	5.98
Disqualification	127	82	209	39.23%	18.38
Implementer issue	2	0	2	0.00%	N/A
Inclusion Request	0	19	19	100.00%	2.53
Misbehavior	64	169	233	72.53%	4.67
Payment issue	379	330	709	46.54%	4.22
Total	1,017	805	1,822	44.18%	6.33

Table 7: Description of Grievance Categories

Categories	Description
Appeal	A request to be reinstated back to the program coming from beneficiaries who have ceased to receive cash grants and the associated benefits due to termination, temporary or permanent. With 6 months from the last receipt of grants
Card Issue	A grievance on the processing of a specific card-related transaction, as governed by DSWD's related policies and issuances.
Disqualification	A grievance against a household beneficiary who is perceived to be non-poor based on actual household characteristics prior to program exposure but was identified as poor or near-poor by the standardized targeting system
Facility Issue	A grievance on program supply-side that affects the compliance of beneficiaries with the conditions of the program.
Implementer Issue	A grievance against a program implementer (staff of the DSWD and its partner agencies) that affects (i) the beneficiary experience and integrity of the program, and especially (ii) the correct and timely receipt of cash grants.
Inclusion Request	A grievance about a non-beneficiary household requesting to be included in the program.
Misbehavior	A grievance against the conduct of a beneficiary, including those who persuade them, that is perceived by the community to be inappropriate.
Payment Issue	A grievance on the amount and/or receipt or non-receipt of cash grants

Description of grievance categories (**See Table 7**) was included based on the comments on the Social Monitoring Monitoring period (as of December 2020).

24. From January - June 2021, a total of **1,822** grievances were recorded from IP beneficiaries. Of this number, **805** or **44.2%** of grievances were resolved as of June 30, 2021. Table 6 shows that most number of complaints are **payment-issue** accounting to 709 cases. This was followed by **card issue** with 545 cases, and **misbehavior** with 233 cases.

25. Most number of complaints are from **Region IX** with 632 cases followed by **Region XII** and **X** with 294 and 221 cases respectively as shown in Table 8. On the other hand, no complaints were recorded from NCR, Regions VII, and VIII.

Table 8: Summary of Grievances from IPs per Region (January 2021 to June 2021)

Region	Ongoing	Resolved	Total Number	Resolution Rate	Average Resolution Time (Days)
NCR	N/A	N/A	0	N/A	N/A
CAR	60	133	193	68.91%	13.25
I	52	26	78	33.33%	7.85
II	13	22	35	62.86%	8.09
III	0	6	6	100.00%	6.50
IVA	1	1	2	50.00%	14.00
IVB	47	33	80	41.25%	5.15
V	3	1	4	25.00%	17.00
VI	3	0	3	0.00%	N/A
VII	N/A	N/A	0	N/A	N/A
VIII	N/A	N/A	0	N/A	N/A
IX	375	257	632	40.66%	3.74
X	89	132	221	59.73%	6.03
XI	49	98	147	66.67%	4.15
XII	222	72	294	24.49%	4.78
Caraga	55	23	78	29.49%	8.61
BARMM	48	1	49	2.04%	9.00
Total	1,017	805	1,822	44.18%	6.33

26. Majority of the received complaints from IP beneficiaries are thru **walk-in** accounting for 1,294 complaints, while no complaints were received thru **hotline 8888** and **snail mail**. **Walk-in** happens when the grievance is reported by walking in at any 4Ps office, or any of the DSWD assistance desks, provided that such is ultimately referred to 4Ps GRS. This is different from the **Grievance Desk** wherein a grievance is reported thru the grievance desk installed in payouts, if applicable. GRS stations may be set-up in payout sites but is not a requirement given that the GRS has an expanded reporting channels.

Table 9: Summary of Grievances from IPs per Modality (January to June 2021)

Per Mode					
Mode	Ongoing	Resolved	Total Number	Resolution Rate	Average Resolution Time
Call-8888	0	0	0	n/a	n/a
Email	1	1	2	50.00%	1.00
Facebook	6	7	13	53.85%	5.00
Grievance Desk	110	100	210	47.62%	6.45
Phone Call	76	65	141	46.10%	4.14
Snail Mail	0	0	0	n/a	n/a
Text	88	74	162	45.68%	5.08
Walk-in	736	558	1,294	43.12%	6.76
Total	1,017	805	1,822	44.18%	6.33

27. IP groups with most number of complaints are **Subanen** with **472** complaints or 25.9%, **Blaan** with **214** complaints or 11.7%, and **Higaonon** with **137** complaints or 7.5% as shown in Table 10.

Table 10: Top IP Groups with the Most Number of Complaints (January to June 2021)

Top 3 IP Affiliation w/ Most Number of Grievances	
IP Groups	Total Grievances
Subanen	472
B'laan	214
Higaonon	137

VIII. COMMUNITY/ FAMILY DEVELOPMENT SESSIONS

28. Learning materials tailored to the new normal was developed such as eFDS. Electronic FDS (eFDS) or the conduct of C/FDS via online platform is also conducted and utilized in IP areas where internet connection is available.

29. To ensure continuous facilitation of C/FDS amidst the pandemic, creative and IP-sensitive eFDS were conducted in several regions such as the following:

- **FO NCR:** Modes of delivery include eFDS through Facebook post, eFDS through online messaging apps such as Messenger, text brigade, Small Group discussions, and other social media platforms. Culture sensitivity and appropriateness is observed when facilitating or disseminating eFDS sessions to the beneficiaries
- **FO CAR:** The eFDS is being facilitated in the region through local media, printed material (e.g. *BasaPasa*, Wallpost), SMS, social media, small group discussion, and community activities such as communal garden, clean and green activities, repair and cleaning of water system, and individual backyard gardening (*Brigada Eskwela*)
- **FO I:** The Regional Program Management Office (RPMO) used an alternative mode of delivery through the conduct of “C/FDS at Home” using a their developed learning material, the Pantawid Pamilya Komiks
- **FO II:** Translation of FDS modules in Agta Dialect was conducted in coordination with the Agta Indigenous Cultural Communities of the Province of Cagayan and the National Commission on Indigenous Peoples Regional Office. Despite the health threat and restrictions of the pandemic, the municipal and provincial operations offices find ways in delivering the Family Development Session/s to Pantawid beneficiaries in the region such as provision of modules, one-on-one FDS and FDS on Air, complying and maintaining minimum health standard protocols. Further, FDS on Air are conducted in the 6 municipalities of Quirino Province, municipalities of Santa, Santa Teresita and Lallo from the province of Cagayan. This FDS on Air is also live-streamed thru the Facebook of the municipal link/s
- **FO III:** In areas where internet is available, eFDS was conducted through the FDS Gitnang Luzon Facebook group. In other areas such as in the province of Aurora, FDS-on-air was conducted over the local radio station. Meanwhile in small communities, small group neighborhood sessions were conducted while ensuring minimum health protocols to prevent the spread of the virus
- **FO IV- MIMAROPA:** Aside from FDS-on-air via television and radio platforms, FDS in the region was conducted thru Small Group Neighborhood Sessions (SGNS) and provision of printed materials in GIDA.
- **FO VI:** Due to challenges in mobility due to the pandemic, printed eFDS were distributed to IPs. In some areas of the region, IP leaders/IP volunteers served as resource persons in C/FDS.
- **FO IX:** the IP Focal served as the resource person during of their FDS-on-air to explain the importance of vaccination among IPs.
- **FO X:** In order to conduct C/FDS in areas without internet connections, field workers sent the C/FDS modules with instruction/guide through habal-habal drivers.

30. Review and enhancement of FDS and YDS materials by the ADB-hired IP consultant is ongoing to ensure culture sensitivity and compliance with the Indigenous Peoples (IP) Plan.

IX. ISSUES AND CHALLENGES

31. Some of the challenges experienced in the monitoring of IPP implementation during this period are the following:

Table 11: Issues and Challenges (January to June 2021)

Region	Issues/ Challenges	Actions Taken/ Recommendations
FO V	Lack of reported activities being conducted to RCCT Indigenous Peoples beneficiaries	Provision of memo to POO level for the submission of IP quarterly report to include initiatives/activities conducted within the reporting period with photo documentation
FO X	The worker encountered challenges on the e-FDS modular settings since there are times when some of the parent leaders were unreachable due to fluctuating signal.	The worker coordinated with the Barangay Officials and Barangay Health Center to facilitate conduct of small group neighborhood session especially to covered barangay with 10 to 20 active beneficiaries
CARAGA	Cancellation/ Postponement of monitoring activities in MCCT areas and trainings to IPMRs, CFs and RPMO staff due to COVID-19 restrictions	To be arranged in consideration with COVID Protocols

X. CONCLUSION

32. Important results from the implementation of IPP monitoring (January to June 2021):

- Conduct of eFDS and other alternative yet IP-sensitive activities and approaches applicable to the new normal;
- 4Ps divisions in National Program Management Office are continuously adopting IP-appropriate and responsive systems such as:
 - IP Sensitive Enhanced GRS Procedural Guidelines
 - IP Communications Protocol
 - Community Organizing strategy in IP areas
 - Operationalization of Pantawid Pamilya IP Framework (PPIPF)
 - Regular submission of IP-related data at the NPMO and RPMO
 - Reconstitution of the 4Ps IP Technical Working Group (TWG) at the national level
 - Enhanced Support Services Intervention (ESSI)

XI. PROPOSED MAJOR ITEMS OF FOCUS FOR THE NEXT REPORT

33. The next semi-annual social monitoring report will be focused on the progress of the implementation of social safeguard activities stated below:

- Conduct of virtual Culture and IP Sensitivity Trainings
- Technical Assistance on Program Safeguards
- Approval and TA on IP-sensitive guidance notes

ANNEXES

ANNEX A



PANTAWID INDIGENOUS PEOPLES (IP) FOCALS' MEETING

March 29, 2020 / 1:00 PM

AGENDA AND ACTIVITY FLOW

Time	Topic	Person Responsible
1:00 PM – 1:30 PM	Preliminaries	Ms. April Loise del Rosario PDO III
	Opening Remarks	Ms. Venus F. Rebulde DPM for Operations
	Overview, Objectives, Agenda and Activity Flow	Ms. Julieta D. Alegame MCCTD Division Chief
1:30 PM – 2:00 PM	Pantawid Familya IP Framework (PPIPF) and Pantawid National IP Profile	
2:00 PM – 2:15 PM	Result of COVID – 19 Rapid Assessment on IPs	Ms. April Loise del Rosario PDO III
2:15 PM – 3:00 PM	Discussion and Workshop: IP Plan for ESAP indicators	
3:00 PM – 3:30 PM	Creation of IP TWG	Ms. Julieta D. Alegame MCCTD Division Chief
3:30 PM – 3:45 PM	IP Data Cleansing	Ms. April Loise del Rosario PDO III
3:45 PM – 4:00 PM	Identifying GIDAs	Ms. Maria Blesmin Tan PDO III

ANNEX B

Department of Social Welfare and Development
PANTAWID PAMILYANG PILIPINO PROGRAM
 National Program Management Office
 Modified Conditional Cash

**Technical Assistance on Program Safeguards and Data Management
 for Homeless Families and Indigenous Peoples**
 April 6-8, 2021 (Batch 1)
via online conference

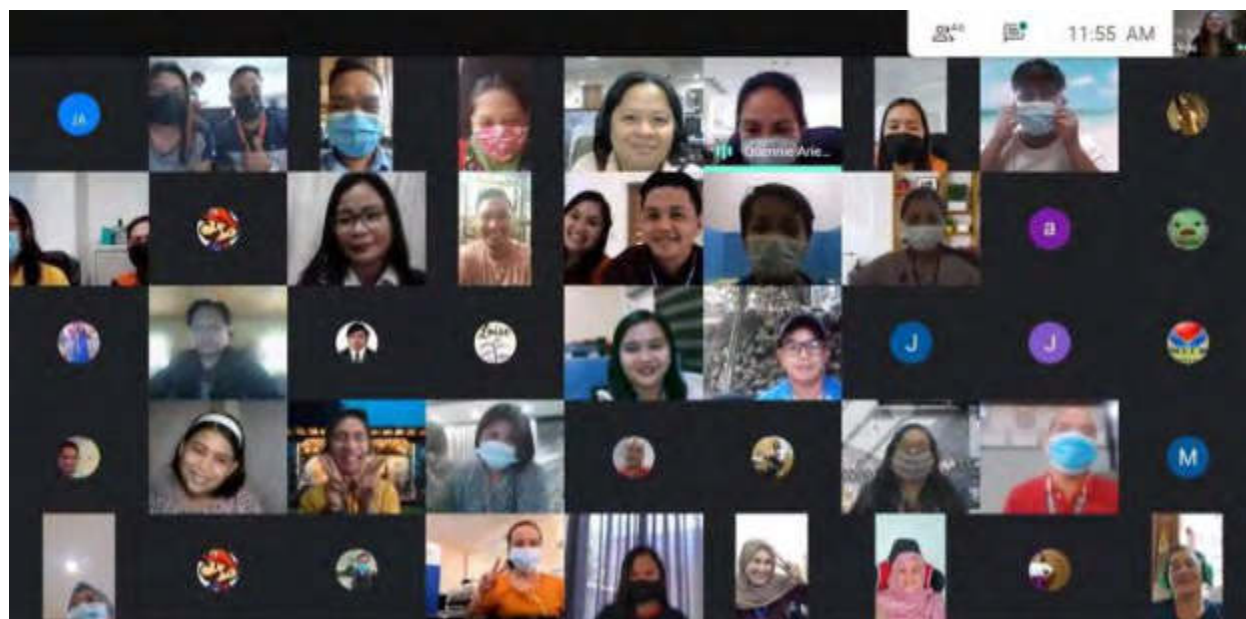
Date/ Time	Activity	Person Responsible
Batch 1 - Program Safeguards		
Day 1 – April 6 (Tuesday)		
8:00 – 8:10	-Pre-activities (virtual registration) -Attendance checking per Region	Secretariat
8:10 – 8:20	Opening Program <ul style="list-style-type: none"> • Invocation • National Anthem 	Facilitator
8:20 - 8:50	Opening Remarks/ Welcome Message/ DSWD Thrust and Directives	Director Gemma B. Gabuya National Program Manager, 4Ps
8:50 – 9:05	House Rules/ Net-tiquette Objectives Activity Flow	Facilitator
9:05 – 9:45	PAGBANGON 4Ps COVID-19 Response and Recovery Plan	Ms. Julieta D. Alegame MCCT Division Chief
9:45 – 10:20	MCCT Program Updates	Ms. Shyn Romero PDO IV
10:20 – 10:30	BREAK	
10:30 – 11:10	Data Integration	Mr. Bryn Bauzon ITO I
11:10 – 11:50	Kilos-Unlad Framework	Mr. Ronald Castro OIC DC, SSDMD
11:50 – 12:00	Wrap-up / Reminders	Facilitator
12:00	LUNCH	
1:00 – 5:00	Preparation for Presentations (<i>Off-session</i>)	Participants
Day 2 – April 7 (Wednesday)		
8:00 - 8:10	Pre-activities (virtual checking of attendance)	Secretariat
8:10 – 8:30	Recap of previous discussions	Facilitator
8:30 – 9:50	Beneficiary FIRST Social Protection Project and the Expanded Social Assistance Project (ESAP)	Ms. Loise del Rosario PDO III
9:50 – 10:00	BREAK	
10:00 – 10:30	Pantawid Pamilya IP Framework (PPIPF) for COVID-19 Response and Recovery	Mr. Briann Lipardo PDO III
10:30 – 11:30	Strategies/Innovation of the Regions on Program Implementation during the COVID-19 Pandemic	Participants (4 Regions)
11:30 – 11:50	Discussion on the Results and Findings of Rapid Assessment for IPs	Ms. Loise del Rosario PDO III
11:45 – 12:00	Presentation of Workshop Mechanics / Action Planning	Facilitator
12:00 – 1:00	LUNCH	
1:00 – 5:00	Workshop Proper (<i>Off-session</i>)	Participants

Day 3 – April 8 (Thursday)		
8:00 – 8:10	Pre-activities – virtual attendance/ roll call	Secretariat
8:10 – 8:20	Recap of previous discussions	Facilitator
8:20 – 9:50	Brief Presentation of Workshop Output / Action Plan	Participants (Regions to present – 1 Luzon, 1 Visayas and 2 from Mindanao)
9:50 – 10:00	BREAK	
10:00 – 11:00	Discussion of Issues, Concerns and Recommendation and Open Forum	MCCTD-NPMO
11:00 – 11:30	Next Steps/Ways Forward	
11:30 – 11:50	Closing Remarks	Director Venus F. Rebulde Deputy Program Manager for Operations, 4Ps
11:50 – 12:00	Closing Activities	Secretariat
12:00 – 1:00	LUNCH	
1:00 – 3:00	Technical Assistance on Specific Program Concern per Regional Assignment <i>Off-Session</i>	MCCTD NPMO, Regional Participants

I. Workshop Team

Batch 1 – Technical Assistance on Program Safeguards

No.	Name	Position/ Designation	Role
1	JULIETA D. ALEGARME	PDO V/ Division Chief	Resource Person
2	SANILY E. ROMERO	PDO IV	Presenter (Operations)
3	BRYN A. BAUZON	ITO I	Resource Person (Data Integration)
4	BRIANN FRED V. LIPARDO	PDO III	Resource Person (Program Development)
5	APRIL LOISE L. DEL ROSARIO	PDO III	Resource Person (IP)
6	QUENNIE ARIEN B. MAGANA	PDO III	Facilitator
7	VANESSA BIANCA B. VELASQUEZ		Co-facilitator
8	JOSEFINA N. MANZANO	PDO III	Documenter
9	GAVINO A. GALLEGO		Co-documenter
10	MARIA BLESMIN L. TAN		Co-documenter
11	FLORENCE M. REYES	AA	Secretariat



ANNEX C



Series of Consultation Meetings and Skills Training among different associations within CARAGA

ANNEX D



*Consultation meeting at
Barangay Imba, Caluya,
Antique with a Coyunen
IP leader (FO VI)*





Consultation meeting at Anini-y, Antique which served as a venue to strengthen IP involvement in the community, ensure that they are not left behind, and that the needs of the community are being heard and addressed (FO VI)



ANNEX E



Republic of the Philippines
Department of Education

DepEd MEMORANDUM
No. **059**, s. 2019

22 MAY 2019

**PRIORITIZING THE DEVELOPMENT OF THE LAST MILE SCHOOLS IN 2020-2021:
REACHING OUT AND CLOSING THE GAP**

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) is sustaining the substantial gains in access to education through the provision of adequate education facilities, teaching and nonteaching personnel, and learning resources. However, gaps in resources and facilities still remain in schools that have not met the allocation criteria for various education inputs, particularly in Geographically Isolated and Disadvantaged Areas (GIDA). To address this, DepEd is strengthening its efforts to reach out to these **Last Mile Schools**.

2. Among the indicators used in identifying a school as among the Last Mile Schools are as follows:

- a. Having less than four classrooms;
- b. With makeshift or nonstandard rooms;
- c. Absence of electricity;
- d. Have not been allocated funds for repairs or new construction projects in the last four years;
- e. With travel distance of more than one hour from town center, or with difficulty of terrain;
- f. Having multigrade classes/rooms;
- g. With less than five teachers;
- h. Having a student population of less than 100 learners; and
- i. With more than 75% Indigenous People (IP) learners.

3. The Information and Communications Technology Service (ICTS), Planning Service (PS), and the Administrative Service-Education Facilities Division (AS-EFD) are directed to identify the schools that will fall under the final list of Last Mile Schools using all available data, such as from the Enhanced Basic Education Information System (EBEIS), reports from the field, the ongoing Nationwide Baseline Survey, and other applicable data and information. The list will also be validated by EFD Engineers and Architects, and Disaster Risk and Reduction (DRRM) coordinators. The validated list will then be presented to the Executive Committee (ExeCom) for approval.

5. DepEd, through its bureaus, services, schools divisions, and offices, shall jointly plan and implement programs, projects, and activities that address the needs of the Last Mile Schools, such as:

- a. Building of classrooms to address the minimum of four instructional rooms as standard for every school;

- b. Replacement of makeshift and nonstandard classrooms into standard ones;
 - c. Construction of a two-story Administration and Climate Change Emergency Storage and Shelter (ACCESS) building for every school to provide rooms for Library, Faculty Room, Principal's Office, Clinic and Guidance Room, and/or Computer/Technology-Vocational-Livelihood (TVL)/Science Laboratory, and as Emergency Storage for school equipment, tools, supplies and materials in case of calamities;
 - d. Provision of needed standard school furniture;
 - e. Installation of solar panels to energize the unenergized schools;
 - f. Processing of land ownership papers and documents;
 - g. Delivery and installation of DepEd Computerization Program (DCP) packages;
 - h. Connection of the school to the DepEd Network and Internet;
 - i. Deployment of learning and administrative systems;
 - j. Feeding of all learners under the School-Based Feeding Program (SBFP);
 - k. Provision of *Oplan Kahusugan sa DepEd* (OK sa DepEd) services;
 - l. Provision of potable water through deep wells, rump pumps, filtration equipment, among other facilities;
 - m. Provision of funds for *Gulayan sa Paaralan* (GPP) program;
 - n. Provision of funds for School Inside a Garden (SIGA) program;
 - o. Training of student-leaders and teacher-advisers;
 - p. Provision of teaching and learning materials;
 - q. Provision of TVL, Science and Mathematics equipment;
 - r. Provision of additional teachers and training of existing teachers;
 - s. Provision of nonteaching personnel for administrative and financial transactions;
 - t. Provision of the necessary, appropriate, and timely capacity-building for the personnel in the discharge of tasks and functions related to records management, asset management, cash management, and general services;
 - u. Determination and recommendation of the appropriate budgetary requirements to support the operations of the schools;
 - v. Engagement of external partners for goods/services that DepEd cannot provide, such as construction/rehabilitation/painting of fence, school gate, stage, multipurpose hall, among others;
 - w. Study the applicability of alternative procurement processes and alternative building materials to conform with the terrain and remoteness of the Last Mile Schools; and,
 - x. Work for partnerships with the different agencies of government, including Local Government Units (LGUs).
6. DepEd, in all governance levels, shall exert efforts to facilitate convergence initiatives with the Department of Public Works and Highways (DPWH), Department of Health (DOH), Department of Social Welfare and Development (DSWD), and other government agencies, including LGUs, to address the broader needs in the areas that could not be addressed by DepEd, including access roads, health concerns of the community, expansion of coverage of School-Based Feeding Program beyond wasted and severely wasted learners, among others.
8. The Office of the Undersecretary for Administration, in cooperation with the Planning Service, shall consolidate the plans under one comprehensive program of implementation.
9. Immediate dissemination of this Memorandum is desired.


LEONOR MAGTOLIS BRIONES
Secretary

ANNEX F



Republic of the Philippines
Department of Education

DepEd MEMORANDUM
No. **030**, s. 2020

04 MAR 2020

**2020 GUIDELINES ON THE USE OF INDIGENOUS PEOPLES EDUCATION
PROGRAM SUPPORT FUND**

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Minister, Basic, Higher and Technical Education, BARMM
Schools Division Superintendents
Public and Private Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) issued DepEd Order (DO) No. 22, s. 2018 titled **Amended Multi-year Implementing Guidelines on the Allocation and Utilization of the Indigenous Peoples Education (IPEd) Program Support Fund (PSF)** to provide guidance on the allocation, release, utilization, and liquidation of the said fund.

2. The IPEd PSF supports the implementation of DepEd's plans and priorities on IPEd at the central, regional, and schools division levels pursuant to DO 62, s. 2011 titled **Adopting the National Indigenous Peoples Education Policy Framework** and DO 43, s. 2013 titled **Implementing Rules and Regulations of Republic Act No. 10533 Otherwise Known as the Enhanced Basic Education Act of 2013**.

3. The parameters and processes for fund allocation, release, utilization, and liquidation as discussed in DO 22, s. 2018 remain in force, including the considerations arising from the dialogue with community partners. For this fiscal year, the allocations for implementing regions are specified in the enclosed **2020 Guidelines on the Use of Indigenous Peoples Education Program Support Fund**.

4. In accordance with the full implementation of the Program Management Information System (PMIS), provisions on the use of the PMIS and related necessary procedures pertinent to PSF management are discussed in the enclosure. As emphasized on DO 22, s. 2018, the accountable officials for the implementation of the IPEd Program are the schools division superintendent (SDS) at the schools division level and the regional director (RD) at the regional level. Relative to this, the PMIS page of the IPEd Program is lodged with the Office of the SDS at the schools division level and with the Office of the RD at the regional level.

A handwritten signature in black ink, appearing to be "She", is written over the text of paragraph 4.

5. For more information, please contact the **Indigenous Peoples Education Office (IpsEO)**, Room 104, 4th Floor, Mabini Bldg., Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City through email at ipseo@deped.gov.ph.

6. Immediate dissemination of this Memorandum is desired.


LEONOR MAGTOLIS BRIONES
Secretary

Encl.:

As stated

References:

DepEd Order: (Nos. 62, s. 2011; 43, s. 2013; and 22, s. 2018)
DepEd Memorandum No. 115, s. 2019

To be indicated in the Perpetual Index
under the following subjects:

BUREAUS AND OFFICES
FUNDS
INDIGENOUS PEOPLES EDUCATION
POLICY
PROGRAMS
SCHOOLS

DJP DM 2020 Guidelines on the Use of IPED Program Support Fund
0121 February 19/20, 2020

(Enclosure to DepEd Memorandum No. 030, s. 2020)

**2020 Guidelines on the Use of Indigenous Peoples Education (IPEd)
Program Support Fund (PSF)**

The parameters and processes for fund allocation, release, utilization and liquidation as discussed in DepEd Order 22, s. 2018 or the **Amended Multi-year Implementing Guidelines on the Allocation and Utilization of the Indigenous Peoples Education (IPEd) Program Support Fund (PSF)** remain in force.

The IPEd PSF supports the implementation of DepEd's plans and priorities on IPEd at the Central, Regional and Division levels pursuant to DepEd Order No. 62, s. 2011 entitled *Adopting the National Indigenous Peoples Education (IPEd) Policy Framework* and DepEd Order No. 43, s. 2013 entitled *Implementing Rules and Regulations of Republic Act No. 10533 Otherwise Known as the Enhanced Basic Education Act of 2013*.

In accordance with the full implementation of the Program Management Information System (PMIS), planning, budgeting and monitoring and evaluation (M and E) processes of the IPEd Program shall be aligned with the PMIS. Specific PMIS procedures shall likewise be appropriately integrated in the fund management processes of the IPEd PSF as discussed below.

A. Release of Program Support Fund for 2020

Implementing DepEd Regions and Divisions shall prepare the IPEd Program Expenditure Matrix which is the prerequisite to the generation of the IPEd Program WFP through the PMIS. The Expenditure Matrix shall be based on the allocation of the region/division for the current year, while identified program outputs and activities included in the Matrix shall be guided by and aligned with the planning parameters discussed in DO 22, s. 2018 (eligible and ineligible activities). Additional guidance on program outputs and activities shall be an agenda to be coordinated by the Indigenous Peoples Education Office (IPsEO). The review of the IPEd Program Expenditure Matrices shall likewise be a coordinated effort within the region and with the IPsEO.

Once finalized, the Expenditure Matrix shall be uploaded in the PMIS page of the IPEd Program which is lodged with the Office of the Schools Division Superintendent (OSDS) at the division level and with the Office of the Regional Director (ORD) at the regional level. Accountable for the overall implementation of the IPEd Program are the Schools Division Superintendent (SDS) at the division level and the Regional Director (RD) at the regional level (*DO 22, s. 2018, Amended Multi-year Implementing Guidelines on the Allocation and Utilization of the Indigenous Peoples Education Program Support Fund*).

The location of the PMIS page of the IPEd Program is also consistent with the nature of the IPEd Program whose concerns are related with the Key Result Areas (KRAs) of both the Curriculum and Instruction Division (CID) and the Schools Governance and Operations Division (SGOD) at the division level and with several functional divisions at the regional level.

Technical assistance in working with the PMIS page of the IPEd Program can be requested from the planning officer of the division/region.

Once the uploaded Expenditure Matrix is confirmed, the IPEd Program Work and Financial Plan (WFP) can then be generated through the PMIS and it shall have the following signatories:

- **Prepared by:** The IPEd Division Focal Person or the CID chief (Division WFP); IPEd Regional Focal Person or CLMD Chief (Regional WFP)
- **Noted by:**
 - Division WFP*
 - Chief, Curriculum Implementation Division (CID)
 - Chief, Schools Governance and Operations Division (SGOD)
 - Budget Officer
 - Regional WFP*
 - Curriculum and Learning Management Division (CLMD) chief
 - Policy, Planning, and Research Division (PPRD) Chief
 - Budget Officer
- **Recommending Approval:** Schools Division Superintendent (Division WFP); Regional Director (Regional WFP)
- **Approved by:** Regional Director (Division WFP); Undersecretary for Curriculum and Instruction (Regional WFP)

Other signatories not included above but deemed necessary by the division or region may be included.

For FY 2020, Regional PSF shall be directly released to the regions, with the amounts per region detailed in Annex 1 of this Memorandum. Utilization of funds shall commence upon the approval of the Regional WFP.

The Regional WFP signed by the Regional Director shall signal the preparation of the Sub-ARO by the Region for IPEd implementing Divisions.

The Sub-ARO from the Region shall serve as confirmation of the Division Expenditure Matrices, signalling the generation of the Division WFP for approval.

B. Progress Monitoring, Fund Utilization and Performance Reporting

Upon the uploading of WFPs in the PMIS, the PMIS shall be used as the main monitoring tool for the utilization of the PSF. Outputs and activity accomplishments shall also be reported using the PMIS reporting facility.

Annex 1**FY 2020 Indigenous Peoples Education (IPEd) Program Support Fund Allocation, by Region**

Region	Program Support Fund (in PhP)
CAR	10,500,000.00
Region I	5,100,000.00
Region II	9,200,000.00
Region III	6,500,000.00
Region IV - A	2,000,000.00
MIMAROPA	5,000,000.00
Region V	2,100,000.00
Region VI	4,000,000.00
Region VII	2,600,000.00
Region VIII	1,500,000.00
Region IX	7,000,000.00
Region X	11,400,000.00
Region XI	10,300,000.00
Region XII	10,300,000.00
Region XIII	7,200,000.00
TOTAL	94,700,000.00

Annex G



Memorandum Circular No. 06
Series of 2021

SUBJECT: ENHANCED SUPPORT SERVICES INTERVENTION (ESSI) GUIDELINES FOR PANTAWID PAMILYANG PILIPINO PROGRAM BENEFICIARIES

I. Rationale

The government recognizes the continuous effort of the Department in establishing programs that invest on human capital and improvement of basic services to the poor. This national poverty reduction strategy was signed into law on April 17, 2019 known as Republic Act No. 11310 or the Pantawid Pamilyang Pilipino Program (4Ps) Act.

It is also taken into account that the Republic Act No. 11291 or Magna Carta of the Poor seeks the establishment of a system of progressive realization to ensure the poor's full enjoyment of their rights to adequate food, decent work, relevant and quality education, adequate housing, and highest attainable standard of health.

DSWD in 2008, the Department of Social Welfare and Development implemented the Pantawid Pamilyang Pilipino Program which aims to break the intergenerational cycle of poverty through investment in human capital among poor families especially children by providing conditional cash transfer to improve health, nutrition and education. With the aim of the Pantawid Pamilya to be more inclusive, Modified Conditional Cash Transfer (MCCT) for Families in Need of Special Protection (FNSP) was conceptualized and implemented to maximize the reach of the conditional cash transfer program for the purpose of helping families and children in difficult circumstances overcome their situation and mainstream them to the regular CCT while generating appropriate resources and services in the community. The MCCT then catered Indigenous Peoples in Geographically Isolated and Disadvantaged Areas (IPs in GIDA), Homeless Street Families (HSF) and Families in Need of Special Protection (FNSP) in 2014. Aside from the conditional cash transfer intended for health and education, support services and interventions (SSI) were provided to uplift the socio-economic status of the MCCT beneficiaries.

To improve its service to the poor Filipino families, 4Ps in partnership with different organizations and academe conducted the following research studies:

- 2015, Joselito T. Sescon and Carla Magalona, *Rapid Appraisal of Homeless Street Families (HSFs) in the Cities of Manila, Quezon, Cebu, Tacloban, Zamboanga and Davao*
- 2017, University of the Philippines Population Institute (UPPI), *Assessment of the Modified Conditional Cash Transfer for Indigenous Peoples in Geographically Isolated and Disadvantaged Areas (MCCT-IPs in GIDA)*
- 2018, United Children's Fund (UNICEF)
 - Policy Brief no. 1 *Demystifying GIDAs: A Case for Getting the Unit of Analysis Right*
 - Policy Brief no. 2 *Bringing Education to the Fringes: No Mean Feat*

- Policy Brief no. 3 *How Culture Plays in the MCCT Condition of Expectant Mothers*
- Policy Brief no. 4 *Can the MCCT for IPs on GIDA Be More Inclusive?*
- Policy Brief no. 5 *IPs Speak: The MCCT Program and the View From Within*
- Policy Brief no. 7 *The Future of IP Learners from Non-Accredited Private Schools*
- 2019, Economic Research Policy Institute (EPRI), *Assessment of the Modified Conditional Cash Transfer Program for Homeless Street Families (MCCT-HSF)*
- 2019, University of the Philippines Los Baños Foundation Inc. (UPLBFI), *Women's Economic Empowerment and Leadership (WEEL)*

The research conducted by UPPI on demand and supply side of MCCT IPs in GIDAs resulted to policy briefs, which posted policy recommendations for government agencies to improve access to basic social services and livelihood opportunities. While the WEEL organize trainings on integrating community organizing in the identification and design of eco-cultural livelihoods in support to the SSI.

On the other hand, the Rapid Appraisal for Homeless Street Families identified three types of homelessness: transient, episodic and chronic. These types of homelessness should have distinct interventions that are immediately and easily accessed and appropriate for them.

These studies prove and verify that aside from the general poor that the 4Ps serves, the Indigenous Peoples and Homeless Families need a deeper intervention from the program because of their dynamics and way of living such as the observance of the Indigenous Knowledge, Systems and Practices (IKSP) among IPs and the movement of homeless families based on their economic needs. The intervention will help them cope with their situation to uplift themselves from poverty. Also, based on the research studies, the *support services and interventions* provided to these Homeless Families and Indigenous Peoples are factors that help these vulnerable sectors strive in life. The SSI was found effective and efficient. Ultimately, these collectively necessitate the strengthening and enhancement of the existing SSI guidelines of the program to:

1. Expand the program coverage particularly to include in the provision of SSI the Indigenous Peoples in the regular CCT program; and
2. Provision of additional services based on the needs of the beneficiaries and the community.

Further, it considers the program's role and contribution to the attainment of the 2028 DSWD Strategy as well as the two (2) strategic focus of the Department by ensuring the self-sufficiency of the program beneficiaries and further enabling the LGUs to provide social protection services to them.

Given the mandate of the 4Ps Act, the experiences and the results of research studies, the program has conceptualized and designed the **Enhanced Support Services Intervention (ESSI) Guidelines of Pantawid Pamilyang Pilipino Program** which will ensure that the Indigenous Peoples and Homeless Families will be able to achieve the objectives of the program amidst their existing disadvantages and vulnerabilities.

II. Legal Bases

1. **Republic Act No. 11310 "Pantawid Pamilyang Pilipino Program (4Ps) Act"** stipulates that the State shall promote a just and dynamic social order thereby uplifting its citizens and vulnerable sectors from poverty through policies that provide adequate social services, promote full employment, a rising standard of living, and an improved quality of life for all
2. **Republic Act No. 11291 "Magna Carta of the Poor"** highlights the declared policy of the State to uplift the standard of living and quality of life of the poor and provide sustained opportunities for growth and development. It shall adopt an area-based, sectoral and focused intervention to poverty alleviation where every poor Filipino must be empowered to meet the minimum basic needs through the partnership of the government and the basic sectors. It is likewise vital that the State complies with its international obligations to end poverty in all its forms. Ensure and promote the health and well-being of all.
3. **Republic Act No. 8371 Indigenous Peoples' Rights Act of 1997** call for the recognition and promotion of rights of Indigenous Cultural Communities/Indigenous Peoples (ICCs/IPs) within the framework of national unity and development. The state shall recognize, respect and protect the rights of ICCs/IPs to preserve and develop their cultures, traditions and institutions. It shall consider these rights in the formulation of national laws and policies.
4. **Philippine Development Plan 2017-2022** is geared towards the first medium-term plan to be anchored on the **0-10 point Socioeconomic Agenda** and is geared towards the Ambisyon Natin 2040 which articulates the Filipino people's collective vision of a **MATATAG, MAGINHAWA, AT PANATAG NA BUHAY PARA SA LAHAT**. It also takes into account the country's international commitments such as the **2030 Sustainable Development Goals**.
5. **Administrative Order No. 10 Series of 2018 Adopting the DSWD Strategic Plan 2018-2022** is an instrument to communicate desired outcomes and necessary strategies and critical activities to achieve the DSWD's client-focused and organization-focused objectives, as well as the contribution of the Department to the national development goals.
6. **Pantawid Pamilya Indigenous Peoples Framework** serves as a declaration of policies and standard procedures in implementing 4Ps. This consists the updated strategies which are anchored in the full and meaningful indigenous people participation/ empowerment promotion of IP rights; and protection from any adverse results during the whole cycle of the development process.
7. **United Nations Declaration on the Rights of Indigenous Peoples, Article 21** exemplifies that the 1) Indigenous peoples have the right, without discrimination, to the improvement of their economic and social conditions, including, inter alia, in the areas of education, employment, vocation training and retraining, housing, sanitation, health and social security and, 2) States shall take effective measures and, where appropriate, special measures to ensure continuing improvement of their economic and social conditions. Particular attention shall be paid to the rights and special needs of indigenous elders, women, youth, children and persons with disabilities.

III. Objectives

The Enhanced SSI Strategy aims to provide supplementary interventions to the indigenous peoples, homeless families and other vulnerable groups to be able to:

1. Meet their basic needs through convergence of programs and services, and ensure that they are ready to comply with the conditions of the program;
2. Uplift and improve the well-being of its partner beneficiaries through intensive case management; and
3. Ensure the full observance of the program safeguards specific for IPs and homeless families
4. Coordinate with relevant agencies and concerned LGUs on the provision of their other needs based on assessment.

IV. Coverage

The Enhanced SSI is one the strategy of the CCT program to be inclusive, it targets the homeless families, IPs and other vulnerable groups within the 4Ps program beneficiaries who both have their unique dynamics and way of living in which having difficulty in complying with the standard guidelines thus needed support intervention for them to address their risks and vulnerabilities to be able to comply with the program conditionalities.

Area Coverage

- IPs living in geographically isolated and disadvantaged areas (GIDAs)
- Pantawid areas with high number of IPs/ICCs
- Highly urbanized cities/areas with high incidence of homeless families

Target Beneficiaries

A. Homeless Families

These are families who do not own or cannot afford for decent housing facilities for human habitation. Including those who find themselves living in the open air (such as in abandoned buildings and vehicles, sidewalks, parks, car parks, stations, cemetery, under the bridge) or in makeshift dwelling units with no basic facilities, push carts and do not enjoy security of tenure. These are families who have lost their homes due to natural and/or uncontrolled human-made phenomena.

B. Indigenous Peoples

Group of people or homogenous society identified by self-ascription and ascription of others who have continuously lived as organized community or communally bounded and defined territory, and who have under claims of ownership, since time immemorial, occupied, possessed and utilized such territories, sharing common bonds of language, through resistance to political, social, cultural inroads of colonization, non-indigenous religions and cultures, became historically differentiated from the majority of the Filipinos. Likewise include peoples who are regarded as indigenous on account of their descent from the populations which inhabited the country, at the time of conquest or colonization, or at the time of inroads of non-indigenous religions and cultures, or the establishment of present state boundaries, who retain some or all of their own social, economic, cultural and political institutions,

but who may have been displaced from their traditional domains or who may have resettled outside their ancestral domains.¹

C. Other Vulnerable Groups

Those who are experiencing a higher degree of social exclusion and deprivation than the general population, and those who go through difficult circumstances and are exposed to risks which limit their resilience including farm workers, fisher folks, those in geographically-isolated and disadvantaged areas (GIDAs) including those in areas without electricity.

V. Definition of Terms

Culturally assimilated IPs - These are non-IP who are recognized by the IP community because they have taken in the culture of the community. They are recognized by the IP community as one of them because they have assumed the values, behaviors and beliefs of the group.

GIDA or Traditional IPs - Those living in geographically isolated and disadvantaged areas (GIDA). These are IP who live as organized communities, bounded by territories identified by self-ascription and ascription of others.

Homelessness - A person or family is homeless in the absence and inability to have a permanent and secure shelter²

Transitional Homelessness - The most common type of homelessness. The initial stage of homelessness is where push factors dominate. These are people who have spent the least time homeless and those who still have a strong desire to extricate themselves from homelessness. When their efforts to remove themselves from homelessness fails, they may join the long-term homeless.

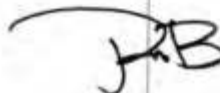
Episodic Homelessness - At this stage the Push and Pull factors are combined in the decision-making process of the homeless person and family. Any "push" could tip them in one direction or the other. They regard their homeless circumstances less negatively than the transitionally homeless. Although they hope to stabilize their lives, such hope is edged with despair.

Chronic Homelessness - They have no realistic hopes for the future. Homelessness has been accepted and they tend to be content with their lives, some claiming to have 'chosen' this lifestyle. They have accommodated themselves to being homeless. The pull factors dominate obviously because of significant time interval. The push factors do not matter anymore because they happened already years ago.

Program Framework - a management tool that clearly conveys the objectives of a program, what are the factors that affecting the attainment of goals and how does the program utilize and/or mitigate them in order to attain the intended results and outcomes.

¹ Indigenous Peoples Rights Act of 1997

² Rapid Appraisal on HSFs in Six Cities, 2015, Joselito T. Sescon



Push Factors – The reason behind why a person/family is being driven to homelessness. Examples are marital problems, family problems, unemployment, lack of money, demolished homes, disaster, calamities, substance abuse and mental health problems.

Pull Factor – The reason behind why a person/family is attracted or encouraged to stay in the streets or to stay homeless. Examples are because they meet people having the same situation and consider them as their new family, they can find instant temporary jobs, and they find the streets as their home, lack of affordable and appropriate housing, loss of housing and have access to different opportunities.

Convergence of Programs and Services – Within the framework of a national poverty alleviation strategy and a holistic social protection program, the various agencies of government implementing multi-stakeholder programs and services for the poor shall guarantee that the same complement and converge seamlessly with the aim of ensuring that the targeted household-beneficiaries are alleviated from poverty and remain non-poor even after the prescribed maximum period for the conditional cash grant. Such convergence shall focus on the enhancement of operational efficiency and strengthening of inter-agency partnership.

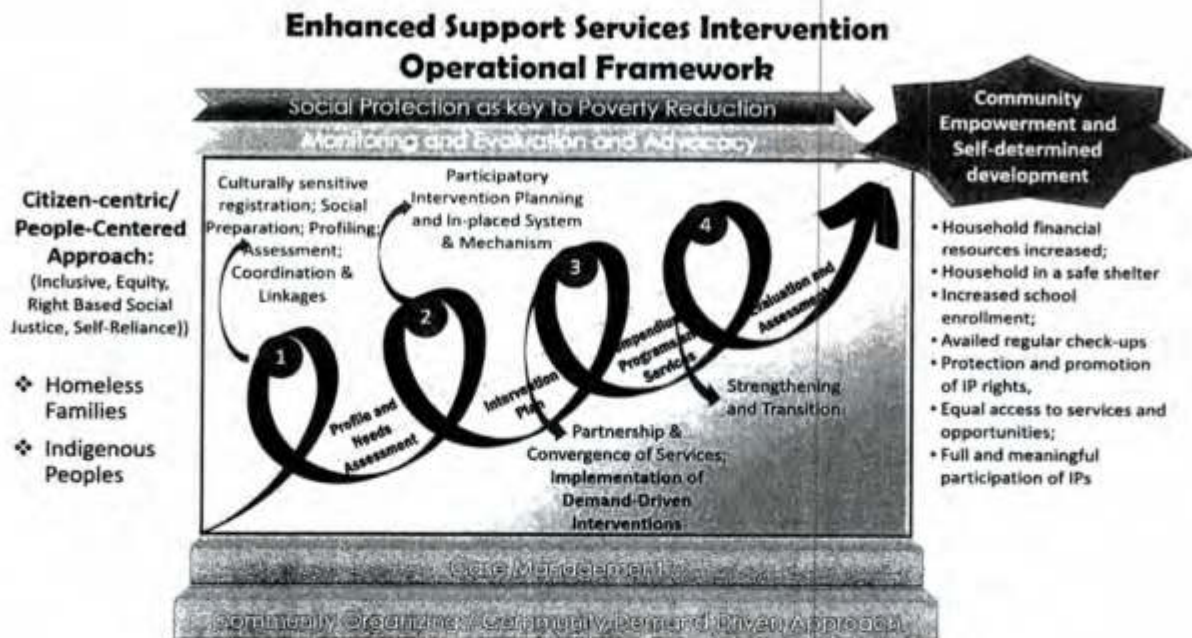
Eco-cultural livelihood – A livelihood that does not undermine and degrade the natural resource base of a community; does create imbalance in the natural ecosystem. Livelihoods that are sustainable considers values, meanings, customs and knowledge system that affirm identity and diversity and play a key role in sustaining livelihoods.

VI. Enhanced SSI Operational Framework

The Enhanced SSI operational framework is focused on (1) responding to the partner beneficiaries' demands or needs identified even during pre-implementation of the program, (2) increasing their involvement in community planning, implementation, monitoring and evaluation in coordination with partner agencies/institutions, and (3) engaging them to find solutions to their difficulties towards self-determination and community empowerment through case management and following the Community Organizing approach to ensure a community-driven development and Convergence Strategy of programs and services.

The operational framework of the Enhanced SSI centers on the four spiral stages of development. It symbolizes action-reflection-action cycle in social work and community development. In every action comes critical reflection which is always part of continuous learning, development and analysis of ways to improve a certain project or intervention.





Enhanced SSI Interventions Operational Framework³

As illustrated, the gradual ascending of spirals refer to the phases of community organizing, levels of consciousness and the level of participation of the beneficiaries. The box is divided into two portions with the upper left (white) signifying the level of participation of the program while the lower right (yellow) pertains to that of the beneficiaries. The first spiral shows that program staff are in the upper left part of the diagram where the ones doing most of the work. However, as it progresses the subsequent spirals gradually become more geared towards the lower right portion of the diagram which implies the increasing level of participation of the beneficiaries. While beneficiaries eventually become empowered, amount of work and influence of program staff becomes little and eventually phase-out by keeping the individual or community sustainable/self-sufficient. Therefore, it is important that the decision-making comes from the individual or community with the proper guidance of the program staff.

A. Elements

The Enhanced SSI operational framework is characterized by two major elements which are case management and community organizing. (1) **Case management** shall be the approach to meet the needs of IPs and homeless families through the process of assessment, planning, facilitation and advocacy for options and services. It is essential to understand the challenges and needs of the indigenous peoples and homeless families holistically and to be able to resolve and address these by linking them to support services. The program implementer assigned shall be responsible in arranging,

³ Spiral – change theory/action-reflection-action in every stage of development

Gradient color and diagonal line – program staff are the ones doing all the work during the first stage. While beneficiaries eventually become empowered, amount of work and influence of program staff becomes little and eventually phase-out by keeping the individual or community sustainable/self-sufficient

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coordinating, monitoring, evaluating and advocating for package of services to address the partner beneficiaries' needs through a "therapeutic" relationship with the partner beneficiaries to engage them as much and as proactively as possible in identifying their own needs and empower them to identify solutions to them.

On the other hand, (2) **Community Organizing (CO)** is the approach in achieving community-driven development (CDD) that is characterized by the movement of responsibility over resources and planning decisions to local decision-makers to accurately and efficiently identify the needs on the ground especially for Indigenous Cultural Communities. The Enhanced SSI intends to become a platform to empower communities by establishing or strengthening peoples' organizations. Empowering communities to take charge of their own development may also lead to long-term effects on how they perceive their own role in governance, with improvements in accountability, transparency, and the quality of decisions.

B. Principles

The framework adheres to the citizen-centric/people-centered development approach which focuses on improving local communities' self-reliance, social justice, and participatory decision-making. The Enhanced SSI framework respects the cultural diversity of peoples and communities to make decisions for themselves that will lead to greater independence and self-worth. Lastly, the program believes that using rights-based principles promotes welfare and dignity of every human being.

C. The Four (4) Phases of the Enhanced SSI Framework

The operational framework of the Enhanced SSI centers on the four spiral stages of development. The spiral symbolizes action-reflection-action cycle in social work and community development. In every action comes critical reflection which is always part of continuous learning, development and analysis of ways to improve a certain project or intervention. It is important that the decision-making comes from the individual or community with the proper guidance of the program staff. As illustrated, a gradual ascending of spirals which refer to the phases of community organizing and levels of consciousness.

In the implementation of the four phases of the Enhanced SSI, program implementers shall observe internal convergence with the Sustainable Livelihood Program, KC-NCDDP and other programs of the agency in various levels whenever appropriate to seek technical assistance and other support in the conduct of activities and implementation of the projects. For IPs, in particular, constant coordination and updating with the National Commission on Indigenous Peoples shall be ensured. Further, the direct participation of all stakeholders in the ESSi activities shall be subject to the consent of the community.

The following are the general process of the Enhanced SSI framework:

a) SOCIAL PREPARATION PHASE

The first spiral phase of the framework is social preparation which is primarily focused on setting up the necessary arrangements and conduct of preliminary activities to ensure efficient and effective program implementation. This phase consists of two (2) major activities which are the conduct of Enhanced SSI

orientation and community/beneficiary profiling whose major procedures are as follows:

a.1 Enhanced SSI Orientation

In the initial stages of implementation, the 4Ps program conducts series of program orientation to all stakeholders particularly to program implementers, the local government units, and the partner beneficiaries. These orientation activities include the discussion on the Enhanced SSI framework, its objectives and procedures. In the field level the following are the sub-activities that should be conducted within the first two (2) months after registration:

a.1.1 Enhanced SSI Orientation of the Municipal Advisory Committee (MAC)

An orientation meeting shall be conducted in the MAC level with emphasis on the general procedures of the framework and the expected roles of each stakeholder. IP representation should be ensured thru the IP Mandatory Representative/s (IPMR) or the IP leader/s in municipalities with IP areas. Apart from the framework orientation, the assigned program implementer shall present initial data on the areas within the locality where target program beneficiaries are identified. Further, sources of secondary data for the household/community profile shall be discussed. By the end of the activity, the participants in the activity should be able to develop an initial action plan on how they can implement the social preparation phase to include the conduct of community orientation and community/household profiling.

a.1.2 Community Orientation

The beneficiaries and the community shall be oriented on the objectives of the Enhanced SSI provided to ensure the successful implementation of the projects. This shall also serve as a venue to discuss the partnership between the Department and the beneficiaries, and initially assess the needed skills, competencies and abilities of the beneficiaries and communities in developing sustainable projects. It also aims to develop beneficiary/community's sense of ownership of the project.

In coordination with the LGU as agreed during the MAC orientation, program implementers shall conduct community/household orientation on the framework with emphasis on the objectives, procedures and their expected roles on top of the overall program orientation. In preparation for this activity, the program implementers may conduct coordination meetings with key persons from the beneficiaries and/or IP leaders in IP communities to effectively manage the activity. For IP areas, coordination with NCIP shall be observed. The activity shall be considered as part of their Community/Family Development Session and shall be a venue where partner beneficiaries and community members can raise clarifications and inquiries on the program. During the activity, the areas identified with IP beneficiaries in the

community shall be validated with the community members and shall be amended based on the results. By the end of the activity, a tentative timeline shall be agreed upon by the community and the implementers regarding the major activities of the ESSI strategy for the year. A documentation report containing the discussions and agreements shall also be submitted to the Regional Program Management Office. Copies of the documentation shall also be provided to the NCIP, MAC members and the community thru official endorsement.

a.2 Community/Beneficiary Profiling

The second major activity under social preparation is the conduct of community and beneficiary profiling. This activity involves the documentation and collection of pertinent information about the partner beneficiaries as well as the immediate environment they are in. The community and beneficiary profile that will be developed is the major output of the social preparation phase and will serve as one of the bases for program implementers and partner stakeholders in identifying the needs and appropriate interventions for the partner beneficiaries of the program and, in extension, their community.

A community profile template shall serve as set the minimum information required but can be enhanced and expanded as needed. For IP communities, the community profile shall emphasize the Indigenous Knowledge, Systems and Practices (IKSP) of the concerned IP groups such as their indigenous political system, sacred areas, etc. subject to Free, Prior and Informed Consent (FPIC). Consequently, the community profile that will be developed shall be completed with full participation of the community members especially the partner beneficiaries. It shall be continuously updated and enhanced while the program is still being implemented in the area. Consequently, community immersion and rapport-building with the locality is crucial in the continuous collection of data. Program implementers shall ensure that the community shall be provided a copy of the community profile for their reference and perusal. Further, consent from the community should be secured before sharing the document to any person/group and/or organization with clear information on the objective and use of the profile.

To initiate the profiling, program implementers shall coordinate with the LGU and other stakeholders in the locality including SLP and KC-NCDDP (if available in the area) to collect and review secondary sources of data about the community which will then be re-organized into a comprehensive community profile based on the community profile template. The consolidated data shall then be subjected for validation and updating with the partner beneficiaries and other relevant persons/institutions. Program implementers shall also ensure the completion of the required information in the community profile template in coordination with the partner beneficiaries and their community. Primarily, the collection of data can be acquired through various means such as key informant interviews, focused-group discussions, etc. The Community and Family Development Sessions (CFDS), especially during the first six months of implementation, can serve as a platform for program implementers in completing the community profile.

b) PARTICIPATORY INTERVENTION PLANNING PHASE

The second spiral phase of the framework is the participatory intervention planning phase where the partner beneficiaries, their community and the program implementers collectively develop intervention plans through the identification of projects and services based on their needs. This phase shall commence after the first six (6) months of program implementation at the earliest and requires certain conditions that should be met. First, by this time, the program systems and processes including case management, updating, compliance verification and other program mechanisms should already be in place and are conducted efficiently and in sync with each other through the Pantawid database. Second, partner stakeholders, especially the MAC members and the partner beneficiaries, should already be cognizant and are able to deliver on their roles and commitments in the program. Last and most importantly, the first version of the community profile should already be completed and available.

There are three (3) major activities of these phase are the core group formation and Participatory Intervention Planning as follows:

b.1 Core Group Formation

During the completion of the community profile, program implementers should also take note of locals who can provide and/or validate information about the people and the community as a whole. These people must also possess existing or potential leadership qualities that can be tapped by program implementers in organizing the members of the community. Some of these qualities are good communication skills, a certain degree of influence among community members, has a firm grasp of the situation and problems in the community and are willing to commit and contribute towards addressing them. Possible candidates in the program are the parent leaders and community leaders. In IP areas, existing leaders from their indigenous political structure can be one of the sources of the core group members. Upon identification, program implementers should engage with these individuals and facilitate the formation of a core group/s which shall become the foundation in organizing the whole community. Small group discussions may be facilitated by the program implementers for the core group members to share insights and ideas in understanding of and how to move forward from their current situation in the community. Further, the program implementers may seek support from partner stakeholders in developing the skills of the core group members. Once formed, the core group/s shall develop a plan on the conduct of Participatory Situational Analysis (PSA) which will involve the partner beneficiaries and the rest of the community in coordination with their assigned program implementer.

b.2 Participatory Situational Analysis

The subsequent activity following the core group formation is the conduct of the PSA which involves community members collectively identifying the problems in the community, its root causes and how it can be addressed. In order to realize this, the program implementer should work together with the core group members in conducting preparatory activities such as setting the schedule and venue, informing the community members, familiarization on the materials to be used, etc. Program implementers shall use various PSA tools in the facilitation

of the actual conduct of the activity such as community mapping, stakeholders mapping, problem-tree analysis, solution-tree analysis, etc. At this time, the community profile is a crucial reference point for the community in responding to the PSA tools. By the end of the activity, the community should have already identified the issues and needs in their community and is sorted based on priority/urgency. Other factors relevant to these issues such as the available resources in the community and existing potential stakeholders as well as the physical and other barriers that should be considered in the development of projects and activities that will address them. The whole process of the PSA should be fully documented especially the outputs and agreements. The PSA results will not only be used as reference in the development of the Participatory Intervention Plan (PIP) but also in the conduct of case management of the beneficiaries of the program. Further, availability of PSA result done by other stakeholders or program implementers (eg. KALAHI-CIDSS NCDDP) can be maximized and used for this purpose.

b.3 Participatory Intervention Planning

As the major output of the 2nd phase of the strategy, the Participatory Intervention Plan (PIP) contains the projects and activities that will address and respond to the identified issues and problems during the PSA. Consequently, the assigned program implementer in the community together with the core group members shall facilitate the creation of the plan with the community.

The PIP should reflect a clear and logical sequence of projects that are appropriate and sustainable to each identified issue. Each project should have its corresponding objectives, resource requirements, desired output, etc. The identified projects in the PIP should consider the complementation or continuation of existing programs and projects in the area which directly benefits the beneficiaries and communities. Also included in the PIP shall be the monitoring and evaluation process of each activity with identified timeline and responsible person. The Barangay Development Plan, the Ancestral Domain Sustainable Development and Protection Plan (ADSDDPP) and other existing plans shall be considered during actual planning. The planning should also consider the available services and support of local stakeholders as identified during the profiling and the PSA. Several committees may also be created among the members of the community who will be responsible of specific tasks/deliverables towards the implementation of each project.

Representatives may also be selected by the community members who shall present the PIP to the Municipal Advisory Committee. The assigned program implementer shall provide guidance and technical assistance to the chosen representative in preparation for the PIP presentation. At this point, coordination with the MAC should already be done to include the PIP presentation as one of the agenda in their next meeting.



c) SUPPORT SERVICES INTERVENTION IMPLEMENTATION PHASE

The third spiral phase generally pertains to the implementation of the support services interventions (SSI) in response to the PIP of the community. The SSI are a menu of projects and services that are aimed towards addressing the barriers and vulnerabilities that hinder the Indigenous Peoples and homeless families in actualizing the objectives of the program. However, included in this phase is the implementation of non SSI-funded projects which are those that are aimed to respond to the priority needs of the community but are outside the scope of the SSI. There are three (3) major activities under this phase as follows:

c.1 PIP Presentation in the MAC

The chosen representatives of the community shall present the PIP to the MAC members with the assistance of the program implementer. The objective of this presentation is to inform/update the MAC members on the problems and needs of the community as well as soliciting support from them in the indicated projects and activities. At this point, the program implementer him/herself should already be able to identify which of the projects in the PIP can be supported by the program through the SSI. Clarifications should also be provided during the meeting that only those PIP projects that coincide with the SSI menu shall be funded based on the availability of funds. Projects that are not compatible with the SSI menu and/or cannot be fully funded by the SSI shall be subject for solicitation from other sources. In particular, the meeting shall also discuss plans on how to coordinate and engage the relevant agencies and stakeholders in addressing the urgent needs of the beneficiaries/community that cannot be funded by the SSI. Concerns such as the permanent housing for homeless families should be discussed including the engagement with the National Housing Authority. The MAC and the community may decide to tap into other potential partners outside the locality if necessary. The assigned program implementer shall ensure that a copy of the minutes of the MAC meeting containing the discussion and agreements shall be provided to the community. The community representative shall provide feedback to the community on the results of the presentation for appropriate action. The community may opt to amend and finalize their PIP based on the results of the presentation.

c.2 Development of Project Proposals

The program implementer shall assist the community in crafting the corresponding project proposal based on the finalized PIP of his/her assigned community. The project proposal should clearly describe what identified issue the project intends to address and how it will be done. In addition, a participatory monitoring and evaluation mechanism should be included in the proposal. A template of the project proposal is provided under Annex A of this guideline. This activity will not only result in the creation of project proposals to request for funding and support from the partner stakeholders but also strengthen the community relationships as well as capacitate and prepare the community on how they can do this on their own. The assigned program implementer and the core group members should review each proposal for correctness and completeness. Coordination with the MAC and other agencies may be required in order to reflect the observance of national laws and local ordinances related to the project.



For SSI-funded projects, the budget allocation will be based on the eligible partner beneficiaries of the community. However, the assigned program implementers shall ensure that the design of each project can result indirect benefit/s to the community as much as possible especially in IP communities. Once finalized, the proposals, along with its complete attachments and the approved PIP of the community, shall be endorsed to the Provincial Operations Office for further review and subsequently endorse them to the Regional Program Management Office (RPMO) for approval.

For non SSI-funded projects, the assigned program implementers shall also provide technical assistance in the development of the communication letters, project proposals and other documents that may be necessary. The said documents will then be endorsed to the concerned agencies and/or other potential stakeholder for their consideration. Several coordination activities and meetings may be needed before the successful funding from the target stakeholder. The MAC and the Regional Program Management Office shall provide assistance to the community in soliciting support for the non SSI-funded projects.

c.3 Project Implementation and Monitoring

The PIP projects shall be implemented according to the approved project proposal. Assistance may also be requested from the LGU and other relevant offices in ensuring that all specifications in the proposals are met especially those that underwent procurement processes. The program implementers may conduct meetings on the specific tasks and deliverables of each responsible person/groups. For non-SSI projects, program implementers shall provide assistance to the community through the created committees and focal persons in coordinating with the concerned partner stakeholders. Further, the community in coordination with the MAC and the program implementer shall continue their engagement efforts to potential partners for the non SSI-funded projects that are still lacking financial and other support. The monitoring and evaluation system in all projects in the approved PIP shall be executed based on the set timeline and procedures. Regular updating of the status of implementation will form part of the agenda in every CFDS.

d) STRENGTHENING AND EXIT PHASE

The fourth and final spiral stage of the framework is the strengthening and transition phase wherein the partner beneficiaries and their community are preparing for their eventual exit from the program by further strengthening their partnerships with partner stakeholders. Specifically, this phase prioritizes that the partner beneficiaries can access the basic social services and having a sustained source of income that would keep their children learning, healthy and nurtured by a family. Further, household beneficiaries should have undergone case management facilitated by program implementers to address the major bottlenecks that hinder them from getting out of poverty and accessing basic social services. The major activities of this final phase are:

d.1 PIP Assessment

At this point in the program implementation, the PIP projects of the community should have already been implemented and are evaluated on its effectiveness to address the indicated community issue. The assessment process shall be based on the monitoring and evaluation system in the approved proposal. The best practices, effective innovations and strategies identified during the assessment should be documented. The assessment shall be done in a participatory manner and whose results may necessitate supplementary activities and services. These additional projects will be designed to ensure the sustainability of the gains of the interventions as well as strengthen the capacity of the partner beneficiaries in preparation for their graduation from the program. It should be noted, however, that the supplemental projects under SSI should not exceed 50% of the budget of the primary project.

Aside from this, the PIP itself shall be reviewed and evaluated in order to determine the remaining and/or recently discovered needs and problems in the community. However, the program shall no longer fund these new projects but instead assist the community in coordinating with relevant partners and stakeholders which was similarly done with the non SSI-funded projects.

d.2 Exit and Referral

The major output in this activity is the conduct of referral of household beneficiaries to government and non-government institutions that will provide partner beneficiaries and their community with support and opportunities beyond their stay in the program.

The activity shall start in the presentation of the PIP assessment results to the MAC to solicit for support and integrate these projects in the local development plan of the concerned barangay or municipality. The MAC shall then deliberate on developing a transition and referral plan for the partner beneficiaries and their community after graduating from the program. The said plan shall be endorsed to the regional partnership focal person for monitoring and follow-up.

VII. Support Services Intervention Projects

The Support Services Interventions progressively address the complex and multi-faceted concerns of the Pantawid beneficiaries and, in extension, their communities. The SSI are not only meant to address the urgent needs and problems of the beneficiaries but are also a means for them to be capacitated and empowered through their ownership participation in all the processes of the funded projects. These interventions also serve as safeguards for beneficiaries to access development interventions pending those coming from their respective LGUs and the NGAs due to physical, fiscal and cultural barriers. Furthermore, while the SSI projects should be designed as sustainable as possible, it should be complemented by establishing long-term partnerships with relevant agencies and local stakeholders that can address the current and future needs of the community even beyond the implementation of the program.

The provision of these projects shall be based on the PIP as well as the non-availability of similar projects from other DSWD programs, the LGU and other partner stakeholders. Subsequently, the funding and implementation of these projects will require program implementers and the LGU to seek and/or establish mechanisms to ensure provision of similar projects outside the program by the strengthening and exit phase.

The Community Facilitators and/or the Municipal Links assigned in the area shall be the main implementer of the SSI and in the operationalization of the Enhanced SSI process. They shall be working together with the members of the Municipal Action Team (MAT) as well as other stakeholders within (e.g. KC-NCDDP, SLP, etc.) and outside the agency whose specialization and expertise are necessary for specific projects/tasks.

1. ECO-CULTURAL LIVELIHOOD ASSISTANCE AND INCOME GENERATING PROJECTS

The eco-cultural livelihood assistance and income generating projects are intended to increase the economic capacities of the target beneficiaries. This package shall be provided to eligible beneficiaries who cannot be accommodated by the existing livelihood and economic development programs of the agency and the LGU due to limited fiscal and physical capacity. This includes provision of capital assistance for small income generating projects and competency building for livelihood for skills training and/or education to enhance their skill to operate eco-cultural livelihood. Also, assistance for pre-employment shall be provided to qualified beneficiaries as augmentation for expenses in securing employment documents and transportation. The ELAIGP aims to develop the capacity of beneficiaries in engaging to income-generating projects or to seek employment leading to a more stable source of income for their families. It shall be provided to eligible beneficiaries in the absence of regular livelihood programs/projects of the local and national government:

a) Competency Development for Livelihood Grant (CDLG)

The Competency Development for Livelihood Grant (CDLG) is utilized for the acquisition of skills, knowledge, and other inputs necessary to enhance their productivity and/or profitability in starting and managing livelihood and/or enterprise. Each eligible beneficiary can avail up to a **maximum of fifteen thousand pesos (Php15,000.00)** of CDLG per training per year. The competency development for livelihood can be in the form of workshops, Technical Vocational Education and Training (TVET) Courses, orientation and practical application or modular courses such as Micro-Enterprise Development Training (MEDT)⁴ **(See attached module)**

b) Capital Assistance Grant (CAG)

Capital Assistance Grant refers to financial assistance given to qualified Pantawid beneficiary per household who wish to engage in livelihood or income-generating projects.

The amount of CAG that can be availed will be based on the required capitalization outlined in the submitted and approved project proposal, not

⁴ Revised MEDT module adopted from Sustainable Livelihood Program was made to be more suitable for the qualified Pantawid beneficiaries



exceeding a **maximum of fifteen thousand pesos (Php15,000.00)** per individual or for every member of the community group.

c) Grant for Pre-Employment Assistance (GPEA)

The Grant for Pre-Employment Assistance aims to provide pre-employment assistance to augment expenses in securing employment documents and transportation in order to provide opportunities for the beneficiaries to access quality jobs.

Qualified Pantawid members in the roster at least 18 years old at the date of employment are qualified for the provision of GPEA. The said member should have at least one (1) certification that supports or enables high employability chances (ie. Training Certification from TESDA and others) and must have available potential or guaranteed employer which offers a minimum of six (6) months employment duration.

The maximum grant amount that an eligible beneficiary may receive is **five thousand pesos (Php5,000.00)**. Exact amount should be determined both by the worker and the beneficiary using the GPEA Individual Assessment Form (Annex C.1). In case where the determined amount is lower than the maximum ceiling only the exact amount shall be provided to the participant. Expenses in excess of P5,000.00 may be accessed from other partners and/or absorbed as counterparts of the beneficiaries.

*Only one (1) member per household may avail LAIGP with the following condition/s:

- ✓ If the **CDLG and CAG** are both availed by the individual per household, the **total maximum amount** shall be **twenty-five thousand pesos (Php25,000)** and ensure that the provision of CAG shall be subsequent and related to the CDLG
- ✓ **GPEA** may be availed by any qualified Pantawid beneficiary per household one at a time per year and the may be utilized together with CDLG by the same member. However, **GPEA could not be availed** by the household at the same time within the year if household has already availed **CAG**.

**Table 1 One Member per HH Availing LAIGP*

Household Composition		CDLG	CAG	GPEA
Household 1	Member 1	✓	✓	x
Household 2	Member 1	✓	x	✓

2. COMMUNITY AND YOUTH DEVELOPMENT PROJECTS

Community organizing and youth development aims to strengthen the participation of beneficiaries in the conduct of community development activities. These include values formation trainings for the community or families, volunteers' development, leadership training, and other community development activities aimed at enhancing the knowledge, skills and attitude of members of the community such as but not limited to women, elderly, and person with disabilities (PWD), parent leaders, community leaders, and youth leaders towards empowerment in terms of managing their resources, advocating for their needs, assisting them to secure important documents to establish

R.B

their identity used for health, education and employment and/or addressing issues and concerns in the community.

3. SMALL-SCALE COMMUNITY PROJECTS

Small-scale community project aims to address the identified community needs and/or felt needs of the beneficiaries within the **Purok/Sitio level**. Areas eligible of this intervention are those that do not have access to similar programs/projects from the local and national government. High priority shall be given to projects that aims to address and/or alleviate problems pertaining to food, water, sanitation, farm-to-market road, disaster, and small infrastructure. These projects include such as but not limited to small access infrastructure that will help the beneficiaries comply with the conditions of the program. These will also provide support for their economic activities such as equipment for Common Service Facilities/ Manufacturing or Processing Facilities. They will also be given opportunity to have access to basic services such as but not limited to communal water supply, sanitation facilities, risk reduction projects, rehabilitation and a community kitchen to address food insecurity in which the community has identified in coordination with the LGU.

There should be a **minimum of five (5) qualified Pantawid household beneficiaries in a group/community** in order to avail the small-scale community project with a **maximum grant amount of twenty-five thousand pesos (Php25,000.00) per household beneficiary**. While the **total maximum amount for group/community** shall receive **three hundred seventy-five thousand pesos (Php375,000.00)** and expenses in excess of the total project cost shall be accessed through the LGU or other partners/institutions.

Also, the small-scale community initiated projects shall serve as a venue to strengthen the capacities of the community towards having ownership in moving towards their self-determined development while ensuring the preservation of culture and tradition. These projects shall also serve as means for strengthening relationship since not only the beneficiaries will benefit from the identified project but also the whole community especially those hard to reach areas.

4. ALTERNATIVE FAMILY HOME (AFH)

The Alternative Family Home aims to provide house rental subsidy for the qualified Pantawid beneficiaries in order to ensure compliance with the conditions of the program. In particular, the AFH shall also be the means for the program to provide permanent housing for homeless street families in coordination with the Department of Human Settlements and Urban Development (DHSUD) and the concerned Local Government Units (LGUs).

The AFH intends not to incentivize the homeless families to stay in the street but rather prevent the episode of homelessness within the household clientele. The AFH is provided based on the assessment of the worker considering the push and pull factors of staying in the street. Strengthen convergence and LGU partnership should be facilitated to improve response to homelessness, the assessed need of the homeless families outside the agency's mandate should be referred to LGU and other stakeholders. Moreover, the need to develop an approach to track department's response including

other stakeholders (CSOs and Faith-based organizations) in reducing and ending homelessness."

The following are the qualified Pantawid beneficiaries who may avail the AFH grant:

- a) **Homeless Street Families** including Itinerant IPs who wish to get a stable and decent abode but do not have provinces to go back or do not want to return to their places of origin due to lack of opportunities, conflicts within the area, distance or inaccessibility to services shall be referred to available housing facilities or the household may determine available shelter near the place of their economic activities. The household may be provided with rental subsidy based on assessment of the Pantawid field staff for a maximum amount of **six thousand five hundred pesos (Php6,500.00)**/month for twelve (12) months and subject for assessment on the 11th month if there is a need to continue the rent subsidy for another six (6) months at the maximum. Since households may avail other interventions, it will help the HSF obtain a stable source of income and eventually have their own permanent place to live in.
- b) **IPs in GIDA beneficiaries enrolled in High School** who are the monitored son/daughter, grandson/granddaughter needing temporary shelters/lodging near their schools may avail AFH rent subsidy for a maximum amount of **twenty thousand pesos (Php20,000.00)** per student per school year provided that they do not have other higher education scholarships/grants or with scholarship/grants but not provided with board and lodging expenses.
- c) **Pregnant IP women in GIDA** who belong to the succeeding pregnancy and having pregnant status in the program Information System specifically those household head (female) and members whose relation to the head is wife/spouse, daughter, granddaughter, and daughter-in-law needing a halfway house near the birthing facility may be provided with AFH rent subsidy. AFH shall serve as a one-time rental subsidy with a maximum amount of **four thousand five hundred pesos (Php4,500.00)** per month provided for a maximum of two (2) months (1 month before expected date of delivery and 1 month after giving birth). Only those households who have not reached the maximum children for education monitoring shall be eligible and will only be provided once.

5. CASH FOR WORK (CFW)

Cash for Work shall refer to a short-term intervention providing an allowance or stipend to program beneficiaries participating in or undertaking preparedness, relief, rehabilitation or risk reduction projects in their communities. The CFW project under this guideline shall not be limited to disaster-related community projects but shall also include identified community development activities that may be deemed necessary by the community to respond to the development needs of the Pantawid beneficiaries particularly the HSFs, IPs and other vulnerable groups.

Projects under the scheme of CFW shall have a **maximum of eleven (11) days** with payment rate of **100% of the prevailing regional minimum wage** per individual at the time of the project proposal preparation. **CFW** may be availed by any adult member of the Pantawid household roster **one at a time** and may be availed together with other component by the same individual/household.

Grant for CFW is intended for allowance or stipend only, other requirements (ie. Materials, equipment, tools etc.) to fulfil the CFW project shall be coordinated with other stakeholders including LGU and other government or non-government agencies.

VIII. General Provisions

1. **Target Beneficiaries.** Active qualified beneficiaries as specified in the guidelines can avail the projects.

A specific intervention component may be availed by any qualified beneficiary per household and may be utilized together with other intervention component however with the following condition/s:

For individual/household availing the **LAIGP**:

- a. If the **CDLG** and **CAG** are both availed by the individual, **the total maximum amount shall be twenty-five thousand pesos (Php25,000.00)** and ensure that the provision of CAG shall be subsequent and related to the CBLG.
 - b. **GPEA** may be availed by any qualified beneficiary per household one at a time per year and may be utilized together with CBLG. However, **GPEA could not be availed** by the household at the same time per year **with CAG**.
2. **Procedure.** The implementation of the interventions shall be conducted based on procedural mechanics established herein (**See Annex**).
 3. **Responsibility of the DSWD Field Offices.** Regional Program Management Office (RPMO) shall facilitate provision of support to the implementation of the Enhanced SSI guidelines with the Regional Director (RD) as the overall responsible and accountable person in the implementation.
 4. **Capacity-Building for SSI Implementers**
The program shall allocate funds for the provision of one (1) capacity-building activity per year for all SSI implementers within the agency, including those from other programs to ensure the successful and efficient implementation. The funding for this annual training shall be a separate allocation to the regional offices and shall not be charged under the SSI fund.
 5. **Internal and External Convergence.** Close coordination and collaboration with the different national agencies, local government units and other stakeholders shall be facilitated in the implementation. DSWD as the lead agency shall ensure internal convergence which includes overseeing and provision of technical support to the over-all management and implementation. It shall also ensure allocation of funds for the implementation of projects/interventions. External convergence shall also be observed and implemented particularly by the members of the National Advisory Council and of its corresponding regional counterparts per RA 11310. Other agencies including National Commission on Indigenous Peoples (NCIP), Department of Human Settlements and Urban Development (DHSUD), Local Government Units (LGUs) and other stakeholders such as Civil Society Organizations/Non-Government



Organizations who plays a vital role in providing services and support for the IPs, Homeless Families and other vulnerable shall be ensured.

6. **Project Proposals.** The Pantawid field staff in accordance with projects determined by the beneficiaries shall draft the project proposal (**Annex A**) in direct consultation with the beneficiaries and submit with complete supporting documents prescribe in the Procedure. For projects such as Livelihood and Income Generating Projects it has to be accompanied by a simple project study. This shall be reviewed by the DSWD field supervisor, endorsed to the RPMO for further review and consolidation of the appropriate Focal Person within one week and endorsed to the Regional Program Coordinator (RPC). Upon review, the RPC shall endorse the proposal to the Regional Director (RD) for approval within one week.
7. **Monitoring.** The DSWD FO shall conduct monitoring visits to determine and assess the implementation and ensure completion of the project plans, targets and key deliverables as basis for the provision of technical assistance and reporting accomplishments.
8. **Evaluation.** The Pantawid Pamilya – NPMO shall conduct yearly evaluation of the SSI implementation in terms of the physical and fiscal targets in coordination with the DSWD field offices.
9. **Availment of Other Services.** DSWD FO shall determine if the project is within the Scope and Coverage and shall be responsible in referring the beneficiaries to other support services as needed.
10. **Funding.** Projects/activities shall be charged against the Pantawid funds as part of its annual Work and Financial Plan.

IX. Institutional Arrangement

In order to ensure effective and efficient implementation, the following are the specific roles and functions of concerned OBSUs and other stakeholders in implementing the ESSI guidelines:

Department of Social Welfare and Development

A. Central Office – 4Ps NPMO

- a. Prepare guidelines to ensure the implementation of the Enhanced SSI for Pantawid beneficiaries
- b. Oversee and provide technical support to the over-all management and implementation in coordination with SLP, KC-NCDDP and other relevant DSWD programs/offices
- c. Allocate funding for the implementation of the projects/interventions
- d. Collaboration with NCIP, DHSUD and other agencies"
- e. Conduct spot checks and evaluation

B. Regional Office – 4Ps

Regional Director

- a. Approving authority of the project proposals
- b. Ensure fund release and implementation of the project

Regional Program Coordinator

- a. Review the project proposals for endorsement to the Regional Director
- b. Provide technical assistance on the overall project implementation
- c. Ensure that fund requirement is included in the regional Work and Financial Plan

Regional Focal

- a. Orient the DSWD POO/MOO/LGU and Pantawid Field staff on the Enhanced SSI guidelines
- b. Review, check appropriate supporting documents, consolidate project proposals for endorsement to the Regional Program Coordinator
- c. Coordinate with SLP, KC-NCDDP in the regional level in the implementation of the ESSI procedures and projects.
- d. Collaboration with NCIP, DHSUD and other agencies
- e. Conduct spot check and provide technical assistance to Pantawid field staff
- f. Prepare/submit regular accomplishment report to the National Program Management Office

C. DSWD POO/MOO

- a. Provide technical assistance to the Pantawid field staff in assisting the beneficiary/community in identifying felt needs, preparing simple project study and project proposal for appropriate provision of the intervention
- b. Coordination with and/or referral to other partners/institutions that could provide additional support or resources
- c. Review the project proposal and ensuring complete supporting documents for endorsement to the Regional Program Management Office (RPMO)
- d. Monitor the implementation and completion of the project together with the Pantawid field staff and/or LGU
- e. Provide progress/completion report to the RPMO

D. Pantawid Field Staff (City/Municipal Link, Caseworker, Community Facilitator)

- a. Assist the beneficiary/community in identifying felt needs, preparing simple project study and project proposal
- b. Monitor the implementation and completion of the project together with the Pantawid field supervisor, Municipal Action Team members and/or LGU
- c. Provide progress report to the Pantawid field supervisor
- d. Coordinate with the LGU on the identified projects in the community for possible support and sustainability of the project

Sustainable Livelihood Project

- a. Provide technical assistance to Pantawid Pamilya on livelihood projects in the implementation of the ESSI procedures.
- b. Confirm the non-accommodation of household beneficiaries in their program to signify their eligibility for the livelihood-related ESSI projects.



- c. Assist in the monitoring and evaluation of the ESSI projects.

KALAHI CIDSS – NCDDP

- a. Provide technical assistance to Pantawid Pamilya on relevant projects in the implementation of the ESSI procedures.
- b. Confirm the non-accommodation of household beneficiaries in their program to signify their eligibility for the ESSI projects.
- c. Assist in the monitoring and evaluation of the ESSI projects.

National Advisory Council Members

Aside from DSWD, the National Advisory Council (NAC) and its corresponding regional counterparts (Regional Advisory Council - RAC) shall have, as members, representatives from Department of Health (DOH), Department of Education (DepEd), Department of Labor and Employment (DOLE), Department of Agriculture (DA), Department of Agrarian Reform (DAR), Department of Science and Technology (DOST), Department of Trade and Industry (DTI), Technical Education and Skills Development Authority (TESDA) and two (2) accredited Non-Government Organizations (NGOs) shall have the following functions:

- a. Meet regularly to promote coordination across agencies to enhance the implementation of the program and jointly address and resolve program implementation issues;
- b. Recommend measures and policies for the responsive delivery of programs and services;
- c. Ensure funding requirements to facilitate delivery of programs and services.

National Commission on Indigenous People

At all levels, the NCIP shall:

- a. Provide commitments and support in the form of programs, services and assistance to the PIP projects of IP communities in reference to their duty stated in the Republic Act 8371 or the IP Rights Act
- b. Provide technical assistance to program implementers on IP-related matters.
- c. Participate in the planning, implementation and monitoring of the PIP projects of IP communities.

Department of Human Settlements and Urban Development

- a. Provide support in the form of programs, services and assistance to Homeless Families for long-term housing intervention
- b. Assist in the verification of beneficiaries who were initially provided with housing intervention by DHSUD and attached agencies particularly those affected by disaster and provide certification if necessary
- c. Provide technical assistance to DSWD at all level in terms of housing intervention
- d. Collaborate with concerned agencies in identification of resettlement sites.

Local Government Unit

- a. Provide resources augmentation for the successful implementation and sustainability of the project
- b. Provide supplementary services and technical assistance in response to the identified needs of the beneficiaries by virtue of RA 7160 and implement programs in local level. This includes the devolved programs that are mandated



to be implemented by the LGU based on the 2028 DSWD Strategy as well as the implementation of the Mandanas et. al. vs. Executive Secretary Ruling

- c. Issue Certification as to availability/unavailability of LGU counterpart as needed and/or pertinent documents/permit
- d. Assist in monitoring of the implementation and ensure completion of the project in coordination with the DSWD staff
- e. Convene the Municipal Advisory Committee/Municipal Inter-Agency Committee with the presence of the community leaders to discuss and resolve issues/concerns as needed
- f. Assist in the verification of beneficiaries who were initially provided with housing intervention by the LGU particularly those affected by disaster and provide certification if necessary
- g. Assume responsibility in the continued support for the development of the beneficiaries and the community during and after SSI implementation through the provision of services and projects that should be included in their local budget.

X. Mechanism and Strategy

1. Consultations and Dialogues

Consultations and dialogues shall be in a manner that is in line with practices, beliefs and principles especially of the IP community. A series of consultations will be facilitated with the beneficiaries including tribal leaders and community leaders as necessary to ensure that projects identified are in line with the needs of the community or Ancestral Domain Sustainable Development Protection Plan if available, and that it will redound to the improvement of the quality of life.

2. Project Prioritization

For projects requiring group or community decision such as community organizing and youth development and other community-initiated projects, project prioritization should be involved.

Based on the series of consultations and dialogues with the beneficiaries, tribal leaders/community leaders and other members of the community, the beneficiaries/community shall be able to identify their needs and shall be able to prioritize which needs to be addressed first based on the assessment of the community members.

The approach in addressing these needs can be done individually or collectively using tools necessary to guide beneficiaries in project prioritization such as resource mapping and community development planning, among others. These tools are expected to identify the most pressing needs of the community like community kitchen or potable water system. Also, to ensure full participation of the beneficiaries and in the spirit of empowerment, the principle of participatory decision-making shall be adopted.

3. Community-based Project Study

This sought to ensure that beneficiaries are part of the assessment resolution on whether to proceed with the identified projects with clear perspective on its viability, feasibility and positive impact. The conduct of community-based study may be facilitated to empower beneficiaries and communities with the right understanding of the project they collectively selected.

4. Community-based monitoring and evaluation system

The DSWD MOO, in coordination with the Local Government Unit / Community Tribal Leaders, a community-based monitoring and evaluation shall be employed immediately upon project implementation. There is a need to prepare the local structure involved, introduce the said monitoring and evaluation concept to communities, develop with them the said monitoring and evaluation with work program and monitor development activities through the Municipal Advisory Committee/Municipal Inter-Agency Committee.

Further, the project implementation shall also be closely monitored by the assigned Pantawid field staff in coordination with the LGU with provision of technical assistance from the MSWDO/Provincial Link, the Regional Program Coordinator and the appropriate Focal Person in coordination with the M&E local structure. The RPC, Provincial Link and the appropriate Focal Persons shall also conduct monitoring visits to the project during the implementation period. Also, the NPMO shall conduct monitoring visits during or after the project implementation.

The evaluation shall be done with respect to the principles and beliefs of the beneficiaries/community/ICC. The reflection of the beneficiaries/community/ICC in the implementation of the project shall be given importance for the next steps or next project proposal to be done.

XI. Fund Releases

It is expected that the project proposals should contain detailed budgetary requirements, appropriate attachment, such as but not limited to simple project study, and other pertinent documentation and duly signed by proponents. The project proposals shall be approved by the Regional Director for funding, subject to the usual accounting and auditing procedure.

In the event that the project is communal in nature such as but not limited to water system or community-based food and nutrition, the approved budget shall be released directly to the selected beneficiaries by the community. Fund release may also be through the active members in the qualified Pantawid household roster as specified in the procedure per intervention component or through implementing agencies or institutions consistent with the government procurement process.

Regular monitoring of the projects shall be conducted by the concerned DSWD staff, concerned local government officials and/or the tribal leaders. Completion report and financial report shall be submitted by the Regional Office to the Central Office.

XII. Repealing Clause

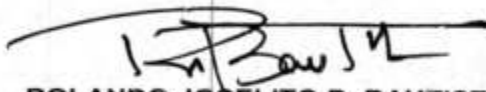
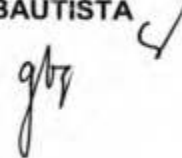
Memorandum Circular No. 7 series of 2016 *Guidelines on Strengthening Support Services and Interventions (SSI) Implementation for Modified Conditional Cash Transfer (MCCT) Beneficiaries* and all related memorandum circulars, orders, and issuances or portions thereof, which are inconsistent with the provisions of this guideline, are hereby repealed accordingly.

MCCT beneficiaries with approved and/or obligated SSI project prior the approval of this ESSI guidelines shall continue to receive the SSI grant.

XIII. Effectivity

This memorandum circular shall take effect immediately and copies of this order shall be disseminated to all concerned Offices, Bureaus and Services in DSWD Central and Field Offices.

Issued in Quezon City this 10th day of June 2021.


ROLANDO JOSELITO D. BAUTISTA
Secretary


CERTIFIED TRUE COPY

10 JUN 2021
MYRNA H. REYES
OIC, Division Chief
Records and Archives Management Division

ANNEX A

THE PROJECT PROPOSAL

Preparation of project proposal

After identifying and prioritizing the needs of the beneficiaries/community/ICC, the Pantawid staff shall guide the beneficiaries/community/ICC in drafting of the project proposal.

The project proposal may include but not limited to the following:

A. Title of the project

This shall contain the proposed title of the project.

B. Area of project implementation

This shall contain the area of implementation where the project will be executed and include a brief description of the area of project implementation.

C. Duration / Timeframe of project implementation

This shall set the overall timeframe of the project to be implemented.

D. Amount proposed for the project implementation

This shall contain the total proposed amount for the funding of the project.

E. Target beneficiaries

This shall contain the total number and description of the beneficiaries of the project. This may include the names of the qualified Pantawid beneficiaries with HH/Family ID.

F. Rationale / Basis of the project

This shall contain the basis and justification of the proposed project.

G. Objective

This shall contain the purpose and expected outcome/output of the project.

H. Project procedures and implementation

This shall contain the procedures including timeframe per activity on how the project will be implemented

I. Project Management Scheme

This shall indicate the systematic plan or arrangement for managing the project including the counterpart of the LGU and other partner agencies/institution if any. This shall also describe the monitoring and evaluation of the project.

J. Budgetary requirements

This shall contain a detailed description of the funding or budget requirement of the project.

K. Project Continuity/Sustainability

This shall indicate the plans for the sustainability of the project.

L. Signatories

Signatories shall be as follows:

- Prepared by the beneficiary/ies / tribal leader and assigned Pantawid staff
- Reviewed by the Provincial Link
- Noted by the Focal Person/s
- Recommending Approval by the Regional Program Coordinator
- Approved by the Regional Director

Since the ESSI fund is lodged under Pantawid, the Focal Person/s shall be responsible in reviewing and ensuring that the project proposal/s for qualified beneficiaries is correct at the RPMO level and ensure that all projects is not discriminatory to the Indigenous Peoples and homeless families.

Approval of project proposal

It shall be the discretion of the Regional Director to approve or disapprove the project proposal. Once approved, the project proposal along with other necessary documents (ie. Monthly Cash Program, endorsement request) shall be forwarded to 4Ps NPMO for onward endorsement to the Financial Management Service-Special Projects for processing of Sub-Allotment Advice and Fund Transfer. If disapproved, Focal Person/s shall review the project proposal once again and provide a thorough technical assistance to the persons involved in the preparation of the project proposal.

Funding of project

Approved project proposals are subject to funding and shall be prioritized by the Finance Unit considering the peculiar and difficult situation of the qualified beneficiaries. Project funding shall be released **directly** to the concerned

beneficiaries, or through implementing individuals/agencies or institutions consistent with the government procurement process as needed.

Implementation of the Project

All beneficiaries and/or stakeholders shall be responsible in the implementation of the program. The project shall be implemented with respect to the principles and beliefs of the beneficiaries.

ANNEX H

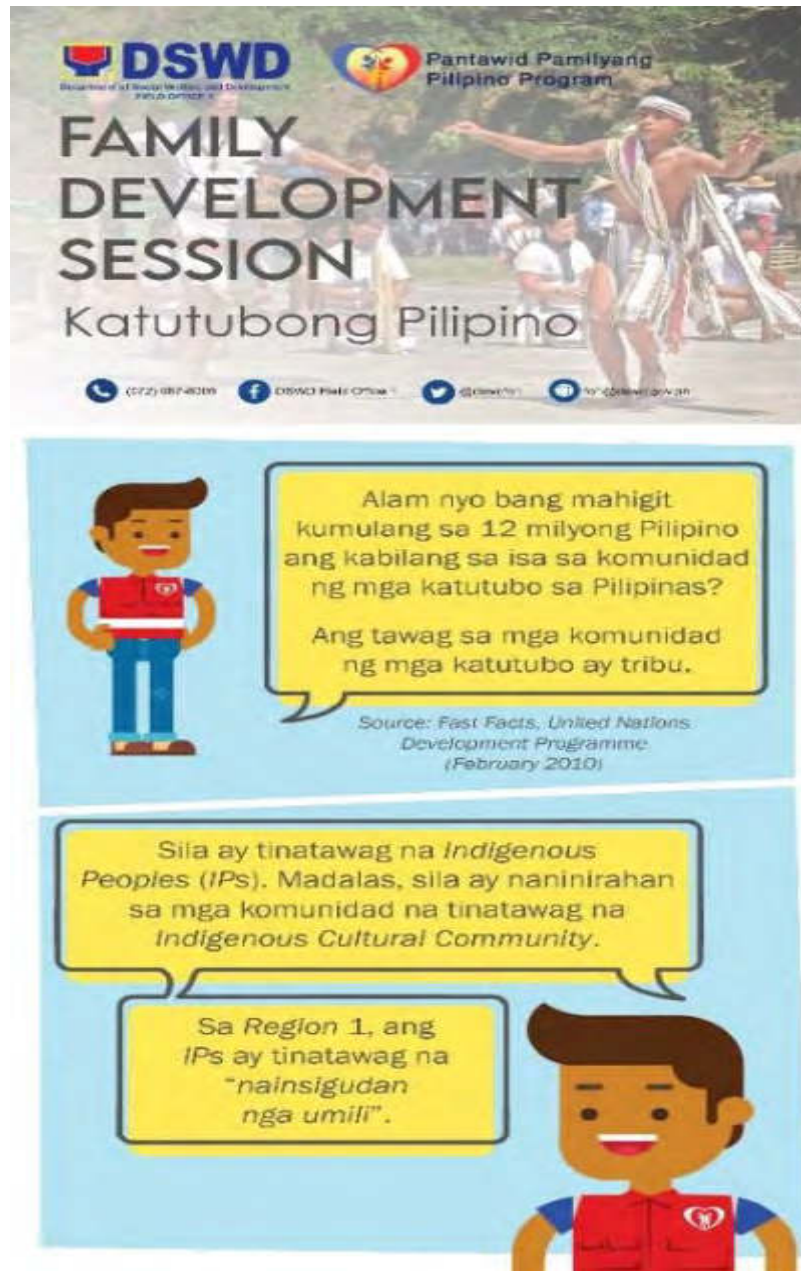


Sir Samir G. Quezada of the Municipal Assessor's Office helped Grade 11 students on their Math module.



Mr. Carlos T. Celestino, KC-PAMANA worker assisting the Pantawid beneficiaries in their module

ANNEX I



FO I's Katutubong Pilipino Komiks front page

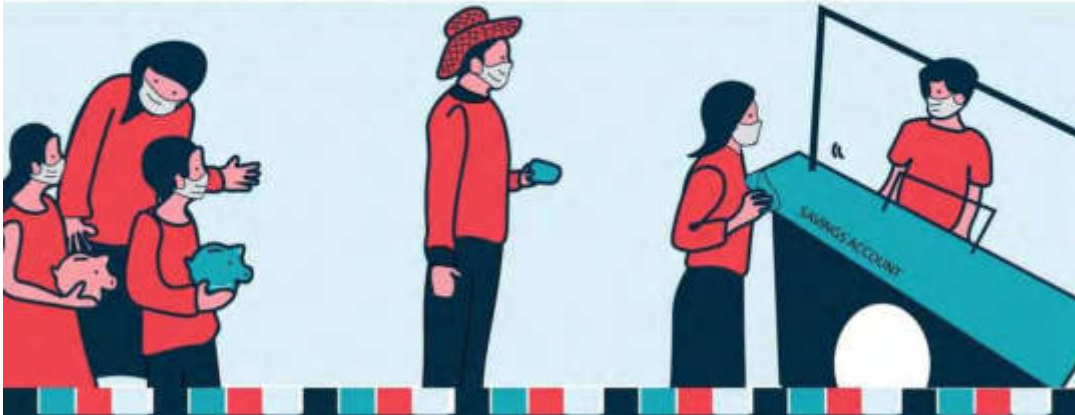
ANNEX J



e-FDS: Kaalaman at Kahandaan Habang nasa Tahanan

TOPIC #12

Pag-iimpok Para sa Kinabukasan



Sa nakaraang eFDS, natutunan natin kung paano ang tama at responsableng pagba-budget. Nabanggit natin dito na **mahalaga rin ang pagtatabi ng ipon mula sa ating budget plan para masigurong may gagamitin tayo kung magkakaroon man tayo ng hindi inaasahang gastusin o emergency.**

Ang kasanayan sa pag-iimpok ay kaakibat ng kasanayan natin sa pagba-budget. Bago tayo gumastos, isa sa tips na ating natutunan ay ang **ibawas muna natin ang itatalagang ipon sa ating kita:**

$$\text{KITA} - \text{IPON} = \text{GASTOS}$$

Bilang hakbang ng ating programa na hikayatin kayong mga benepisyaryo na mag-impok sa bangko, **kasalukuyan tayong nakikipag-ugnayan sa Land Bank of the Philippines upang gawing transactional accounts ang mga cash cards.** Ibig sabihin, mas madali tayong makakapag-ipon sa pamamagitan nito at magagamit na rin natin ito sa mga digital transactions.

Para mas maliwanagan pa tayo tungkol dito, simulan na natin ang diskusyon sa mga pamamaraan kung paano mag-impok o mag-ipon at kung saan mas mainam ilagay ang ating ipon.

Kunin na ang inyong papel at panulat at magsimula na tayo!



#DSWDMayMalasakit

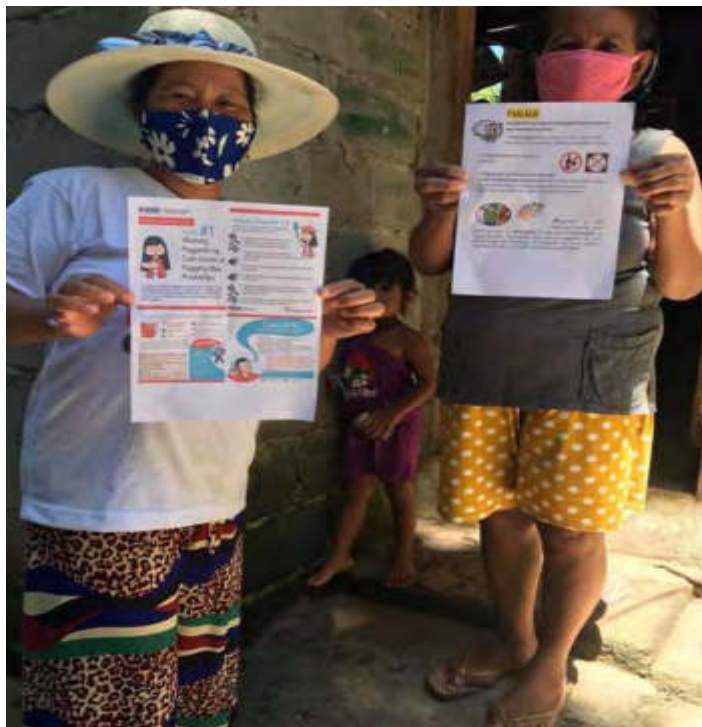
#eFDS
#4PiPinLit

ANNEX K



***Training of Pantawid Implementers on the use of Family Development Session Module on Climate Change
Pearlmont Hotel, CDOC, FO X
February 8-11, 2021***

ANNEX L



FO CAR's Basa-Pasa



Ms. Mesana, member of the Tuwali ethnic group and one of the parent leaders of Hungduan, Ifugao, grabbed the opportunity to conduct eFDS through sharing of module topic on “Pagpapanatili ng Kalinisan sa Panahon ng Covid19” while the beneficiaries were at break. The beneficiaries worked at their garden for two (2) hours and they allotted another two (2) hours to participate in the activity.

ANNEX M

Division: CBD

Quarter:

FY: 2021

PANTAWID NPMO IP QUARTERLY REPORT

I. IP-responsive content/topic	Proponent (NPMO/RP/MO)	Activity Title	Date	Venue	Objective/s (relevant to IP-sensitivity/responsiveness)	Number of Participants per Category			
						Pantawid staff	DSWD staff	IP Beneficiaries (please indicate if there are IP parent leaders and tribal leaders)	Partners (kindly indicate whether NGA, CSO, LGU, non-bene Tribal Leaders, IP Mandatory Representative (IPMR), etc.)
IP sensitive/responsive Trainings (kindly add rows as necessary)	Relevant trainings provided to Pantawid Staff (e.g. trainings with topics specific to IP beneficiaries such as Culture and IP Sensitivity Trainings, handling IP grievance, facilitation of IP sensitive C/FDS, community organizing, etc.)								
	Trainings provided to IP beneficiaries								
Trainings provided to IP Parent Leaders									
Culture and IP sensitivity Trainings/orientation provided to Partners									
II. Good practices (IP-responsive/facilitation and/or materials and tools used):									
III. Issues and Concerns:									

PANTAWID NPMO IP QUARTERLY REPORT			
Division:	Administrative Services Division		
Quarter:			
Year:	2021		
Monitoring indicator: Number of IP Pantawid staff			
Office	Total Number of Pantawid Staff	Number of Pantawid IP staff	% of Pantawid IP Staff out of the total number of staff
NPMO			
FO NCR			
FO CAR			
FO I			
FO II			
FO III			
FO IV-A			
FO IV-MIMAROPA			
FO V			
FO VI			
FO VII			
FO VIII			
FO IX			
FO X			
FO XI			
FO XII			
FO CARAGA			
FO BARMM			
TOTAL			

PANTAWID NPMO IP QUARTERLY REPORT

Division: Compliance Verification Division

Quarter:

Year:	2021
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	Region	Top Reasons for Non-Compliance among IP beneficiaries (1 as the top most reason)		
		1	2	3
	CAR			
	NCR			
	I			
	II			
	III			
	IV-A			
	IV-MIMAROPA			
	V			
	VI			
	VII			
	VIII			
	IX			
	X			
	XI			
	XII			
	CARAGA			
	BARMM			

Note: Please use the above template for the reasons for non-compliance and submit together with the following data:

- | | | | | | |
|---|--|--|--|--|--|
| · | Education compliance vis-à-vis total number of monitored (IP and non-IP) | | | | |
| · | Health compliance vis-à-vis total number of monitored (IP and non-IP) | | | | |
| · | FDS compliance vis-à-vis total number of monitored (IP and non-IP) | | | | |
| · | CV IP data trend in the last 6 periods | | | | |

ANNEX N

Number of Female-Headed IP Households by Region

Region	No. of HHs
NCR	98
CAR	3,857
I	2,564
II	6,236
III	3,578
IV-A CALABARZON	979
MIMAROPA	3,286
V	4,226
VI	2,176
VII	2,150
VIII	94
IX	18,329
X	11,236
XI	5,840
XII	18,556
Caraga	9,383
BARMM	25,655
Total	118,243

Number of Elderly-Headed IP Households by Region

Region	No. of IP HHs by Sex of Elderly Household		
	Male	Female	Total
NCR	66	16	82
CAR	7,387	1169	8,556
I	2,499	527	3,026
II	5,141	953	6,094
III	1,184	299	1,483
IV-A CALABARZON	237	56	293
MIMAROPA	6,679	746	7,425
V	528	527	1,055
VI	2,418	419	2,837
VII	234	223	457
VIII	15	5	20
IX	9,439	2782	12,221
X	4,824	999	5,823
XI	11,396	1534	12,930
XII	6,641	1541	8,182
Caraga	4,107	1063	5,170
BARMM	9,214	2939	12,153
Total	72,009	15,798	87,807

ANNEX O

PANTAWID INDIGENOUS PEOPLES QUARTERLY REPORT

— Quarter, 2020

Region —

Note: This template serves as a guide in reporting the responsiveness of Pantawid program to IP beneficiaries. These monitoring indicators are reported to our international development partners as well as in the preparation of National IP profile. The reporting template was transformed into a word file to capture qualitative data and allow the focals to use the best possible way to present the requested data. In some cases, a chart is more appropriate, in other cases, it can be as simple as a table and a one or two sentence describing and/or analyzing the data. In the report, mention only the indicators that are conducted within the reporting period. Sample report shall also be provided to serve as reference.

A. Regional IP Profile

1. Total number of active IP Households beneficiaries out of the total number of Pantawid beneficiaries in the region
2. Number of active IP households/families per province, per program category (RCCT IP, MCCT IPs in GIDA, MCCT IIP)
3. Top 3 municipalities with most number of IP beneficiaries (RCCT and MCCT combined)
4. Sex disaggregated IP members per province (RCCT and MCCT combined)
5. Number of female IP grantees
6. Top 3 IP affiliations with most number of beneficiaries
7. Brief description of the top IP affiliations (location, livelihood, etc)
8. Brief description of IIP (location, reason for being itinerant, livelihood, etc)
9. Number of sitios with community profile out of the total number of sitio per municipality per province

B. IP Compliance

1. IP compliance rate (education, health and FDS) of active IP beneficiaries per program category (RCCT IP, MCCT IPs in GIDA, MCCT IIP) in the last 2 periods (upon lifting of force majeure)
2. Number of IP health workers catering to program areas, sex disaggregated per province
3. Number of IP teachers catering to program areas, sex disaggregated per province
4. Challenges encountered by IP beneficiaries during the reporting period affecting their compliance
5. Good practice/s such as but not limited to the following:
 - a. Scholarships provided to IP beneficiaries and number of beneficiaries through institutional partnership
 - b. Development of IP teachers through institutional partnership
 - c. Development of IP midwives through institutional partnership
 - d. Other good practices that may affect health and education compliance

C. IP Grievance

1. Number of grievances received from IP beneficiaries within the reporting period per grievance category
2. Analysis and details behind the categories "others" and "gender-related"

3. Top three (3) municipalities with the most number of complaints from IP beneficiaries and analysis
4. Top three (3) IP affiliations with the most number of complaints from IP beneficiaries
5. Resolution rate during the period per grievance category

D. C/FDS

1. C/FDS topics provided to IP beneficiaries during the reporting period
2. Number of IP beneficiaries per C/FDS topic
3. Good practice during the reporting period such as but not limited to the following:
 - a. Use of IP language
 - b. Use of media and other creative forms applicable to IPs
 - c. Development or use of C/FDS module and other tools responsive to IPs
 - d. In areas where indigenous people are a minority and are not comfortable in the presence of many non-IP beneficiaries, C/FDS include only IP beneficiaries
 - e. IP leader/ IP parent leader as resource person in CFDS
 - f. Other IP-responsive C/FDS conduct and/or tools

E. Capability Building

1. Number of IP staff out of the total number of Pantawid workers
2. Culture and IP sensitivity trainings provided to non-IP beneficiaries, partners, and Pantawid workers, details of the training and photo-documentation
3. Trainings provided to IP beneficiaries, number of participants, details of the training and photo-documentation

F. Services and other interventions to IP Beneficiaries

1. SSI provided to IP beneficiaries, per type of SSI, amount and status

SSI Project (Per Type)	Year Funded/ Implemented	No. of Beneficiaries	Amount	Status	Pantawid Benes/ Non-Pantawid (For Community Projects)

Note: Please provide photos/ videos of SSI projects with the beneficiaries (Preferably, action photos)

2. Goods, services and other interventions provided and number of IP beneficiaries receiving the interventions during the period through institutional partnership with other OBSUs, LGUs, NGOs, or other NGAs
3. Good practice/s

G. Other IP-Related Activities (conducted during the reporting period)

1. Participation of IPMR, IP leaders, and IP parent leaders in institutional meetings including photo-documentation
2. Field visit and/or consultation with ICCs/IP leaders

H. COVID-19 Response and Rehabilitation

1. Number of confirmed, probable and suspected cases among IP beneficiaries disaggregated by sex
2. Challenges encountered by IP beneficiaries due to COVID-19
3. Interventions provided to Pantawid IP beneficiaries
4. Number and type of IEC materials released

I. Issues/Concerns

Issues/Concerns	Action Taken	Recommendation

J. Next Steps

Activity	Responsible Person/Office	Timeline

Prepared by:

Pantawid Regional IP Focal

Noted by:

Pantawid Regional Program Coordinator

Table of Contents

Introduction	3
Objectives	4
General Grievance Redress Process	5
Grievance Types and Subtypes, and Resolution Indicators	9
Procedures per Type of Grievance	18
1. Payment Issue	19
Summary of Major Steps, Data Required, and Actors Involved	24
2. Appeal	25
Summary of Major Steps, Data Required, and Actors Involved	29
3. Inclusion request	30
General Principles	32
Grievance Data Management	33
Updating of GRS Sub-Operations Manual	33
Editorial Group	34

Table of Figures

Introduction

The Grievance Redress System (GRS) is a mechanism of the Pantawid Pamilyang Pilipino Program (4Ps) to resolve grievances and utilize such grievance data for program development with the end view of minimizing incidence of grievance and improving beneficiary experience and satisfaction about the program. To put simply, GRS provides the **platform for “grievances for resolution and development”**.

By saying grievances, these refer to dissatisfactions with program service delivery reported directly or indirectly to the Department of Social Welfare and Development (DSWD). That means, any individual or group, who report/s service delivery dissatisfactions at any point in the program implementation cycle, can be considered a grievance.

The GRS is also a **statutory setup under the Republic Act 11310**, otherwise known as the 4Ps Act, promulgated by the National Advisory Council (NAC). This means that the NAC shall set at least define the scope of the GRS, including the resolution indicators. DSWD, as the lead implementing agency of 4Ps, shall establish the procedures, timelines, and responsibility centers, to observe in making sure that the resolution indicators shall be achieved. By saying responsibility centers, these refer to the different actors whose resolution of a specific grievance lies upon. Given the multi-stakeholder nature of the program, it can be expected that the resolution of some grievances will also involve several parties, even outside to DSWD.

The GRS therefore is also a **network of grievance actors** and the performance by which it is able to judiciously resolve grievances does not necessarily point to

DSWD alone but rather to the whole network of grievance actors. This is the very reason why the NAC promulgates the GRS and that the counterpart local advisory councils also sit on grievances, especially those in which the resolution will require other agencies.

Objectives

The general objective of the GRS is to **improve beneficiary experience and satisfaction** about the program through grievance resolution and policy development. In order to attain such, the GRS shall:

1. **Record** grievances from a diverse channel of reporting;
2. **Establish** a set of standard, streamlined, and end-to-end procedures with corresponding timelines in resolving grievances;
3. **Engage** grievance actors and resolve grievances within the establish time protocol and **provide** appropriate technical assistance and capacity building activities in areas where necessary;
4. **Setup** monitoring and evaluation tools and systems to support timely and accurate reporting, and;
5. **Process** grievances to generate data on the program vulnerabilities with the end view of generating policies to minimize the incidence of grievances and improve program implementation.

General Grievance Redress Process

The general grievance redress process involves four major steps starting from **intake and response**, to **processing**, **resolution**, to **feedback**, as shown in the Figure 1. This is by far the simplest process flow so designed to be able to immediately determine critical metrics such as grievance incidence rate, processing rate, timely resolution rate, and even satisfaction rates and indices, among others.

*Figure SEQ Figure * ARABIC 1. The General Grievance Redress Process*



1. **Intake and Response** - refers to the recording of a grievance in a grievance form or directly into the GRS MIS and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

The **grievance form** is an instrument where to record valid grievance transactions. It may come in a physical paper or in an electronic form, such as that provided in the GRS MIS or those in websites. For quick and easy recording of grievances, the grievance form is designed to record only the type, subtype, and details of the grievance in easily understandable codes and keywords. But supporting documents can be requested and attached to the grievance form.

Who does the intake and response?

As a general rule, anyone may accept a grievance, from various channels but only the direct frontline workers and grievance officers may ascertain its validity and thereafter intake the grievance. To 'accept' a grievance is to receive the transaction but to 'intake' is to record the transaction in a grievance form after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Who are the direct frontline workers?

It includes positions at the Regional Program Management Offices (RPMOs) that have direct contact with the beneficiaries. These are City/Municipal Links (C/MLs) and Social Welfare Assistants (SWAs).

What are the channels of accepting a grievance?

The following are the channels by which a potential grievance may be accepted:



Walk-in - when a grievance is reported by walking in at any 4Ps office, or any of the DSWD assistance desks, provided that such is ultimately referred to 4Ps GRS.



Grievance Desk - when a grievance is reported thru the grievance desk installed in payouts, if applicable. GRS stations may be set up in payout sites but is not a requirement given that the GRS has an expanded reporting channels.



Text - when a grievance is reported thru a short messaging service (SMS) sent either to a DSWD hotline or thru another government, provided that such is ultimately referred to 4Ps GRS. Sending grievances to unofficial and/or personal mobile numbers are strongly discouraged to maximize the government's paid infrastructure for call and text hotlines and to ensure efficient response and monitoring of text grievances.



Phone Call - when a grievance is reported thru a phone call to 4Ps hotline, or any government hotline, provided that such is ultimately referred to 4Ps GRS.



Snail Mail - when a grievance is sent by snail mail to 4Ps office, or any government office, provided that such is ultimately referred to 4Ps GRS.



Email - when a grievance is sent to the official email address of 4Ps GRS, or to any DSWD email, provided that such is ultimately referred to 4Ps GRS.



Facebook - when a grievance is posted in 4Ps official Facebook site, or in any government 4Ps Facebook site, provided that such is ultimately referred to 4Ps GRS.



Website - when a grievance is posted in 4Ps official website, or in any government website, provided that such is ultimately referred to 4Ps GRS.

The channels are so diversified to allow multiple entry points of potential grievances, such as when physical transactions (e.g. walk-in, grievances desks) are discouraged, especially in times of emergencies, or when the digital portals (e.g. texts, emails, websites, etc.) are down in times of calamities rendering these facilities offline.

2. **Processing** - is the execution of the set of procedures to resolve a particular type or subtype of grievance. Each type and subtype of grievance follows a unique set of procedures established by DSWD, as the lead implementing agency. Such procedures reflect the specific steps to be carried out by the specific grievance actors within an established time protocol. As such, this is the part where the different grievance actors start to come to play. DSWD, as the lead implementing agency, monitors and ensures the timely execution of the established procedures. Therefore, DSWD is expected to develop and maintain an MIS for GRS that is able to track the status of grievances any point in the process and procedures.
3. **Resolution** - is the decision made based on the results of the processing. The resolution indicators per type and subtype of grievance are set by the NAC. Similar to the processing stage, this stage can still involve the different

grievance actors, whose objective is to resolve the grievance based on the NAC-approved resolution indicators.

This stage also marks the closing of the grievance. DSWD is further expected to update the status of the grievance in its MIS to fully mark the grievance as resolved.

4. **Feedback** - is informing the client about the resolution to the grievance filed. It may seem an after-care or final procedure, but feedback is actually ubiquitous as it can happen at any stage in the process, even before DSWD is able to mark the grievance as resolved in its MIS as an example.

On another note, this stage also serves as a feedback mechanism of the program, particularly in knowing how satisfied the clients are about the outcome of their grievance. Part of the whole grievance process is a satisfaction survey instrument developed by DSWD.

Grievance Types and Subtypes, and Resolution Indicators

The table below presents the grievance types, subtypes, definition, and resolution indicators that the NAC promulgates:

Type and Definition	Subtype and Definition	Resolution Indicator (if the grievance is valid)
1. Payment Issue - refers to a grievance on the amount and/or receipt or non-receipt of cash grants.	1.1. No payment - when a household did not receive any cash grant for a specific period	The household has received the cash grants thru their account, subject to DSWD's policies and issuances on retroactive payment.
	1.2. Underpayment - when a household received less than what they had expected for a specific period	The household has received the cash grants through their account, subject to DSWD's policies and issuances on retroactive payment.
	1.3. Overpayment - when a household received more than what they had expected for a specific period	The household has returned the overpayment/DSWD was able to recover the

		overpayment, subject to DSWD's policies and issuances on recovering the overpayment.
	1.4. Unclaimed payment - when a household was not able to claim the cash grants for various reasons	The household has received the cash grants through their account, subject to DSWD's policies and issuances on the release of unclaimed cash grants.
	1.5. SSI payment issues - this refers to issues on the delivery and receipt of Social Service Interventions (SSIs)	The household has received the SSI, subject to DSWD's policies and issuances on the release of unclaimed SSIs.
2. Card Issue - refers to a grievance on the processing of a specific card-related transaction, as governed by DSWD's related policies and issuances. This includes (i) inaccessible cards and (ii) delayed issuance of and/or inaccessible replacement cards.	2.1. Inaccessible cards	
	2.1.1. No card - when a household already appears on card payrolls but the physical card is not yet available at the servicing branch	The household has received the card.
	2.1.2. Inaccessible account - when a household is unable to access the card such as failed transactions despite having sufficient balance	The household is able to access the account.
	2.1.3. No top-ups - when a household who appears on payroll is unable to withdraw the cash grants due to failed top-ups and other similar reasons	The household has received the cash grants.
	2.2. Delayed issuance of and/or inaccessible replacement cards:	
	2.2.1. Lost card - when a household has lost the card, requested for replacement, but	The household has received the replacement card.

	the card is not yet replaced within the established time protocol	
	2.2.2. Stolen card - when a household has his/her card stolen, requested for replacement, but the card is not replaced within the established time protocol	The household has received the replacement card.
	2.2.3. Damaged card - when a household has damaged his/her card due to personal reasons, requested for replacement, but the card is not replaced within the established time protocol	The household has received the replacement card.
	2.2.4. Perforated card - when a household was not able to claim the card within the grace period, requested for issuance, but the card is not yet replaced within the established time protocol	The household has received the replacement card.
	2.2.5. Captured card - when a household has, after three attempts of wrong PIN, has his/her card captured by the ATM, requested for released, but the card is not yet replaced within the established time protocol	The household has received the card.
	2.2.6. Locked/Hot card - when a household has his/her card locked by the LBP/DSWD for various reasons, requested for unlocking, but the card is not yet accessible within the established time protocol	The household is able to access the account.
	2.2.7. Blocked card - when a household has his/her card blocked by the LBP/DSWD for various reasons, requested for unblocking, but the card is not yet	The household is able to access the account.

	accessible within the established time protocol	
	2.2.8. Delayed card - when the new grantee was not issued with a new card within the established time protocol	The household has received the card.
	2.2.9. Delayed fund transfers - when a household who, after request for card replacement and fund transfer to the new account, and appears on the payroll, is still unable to withdraw the cash grants from their new account	The household has received the cash grants.
	2.2.10. Delayed name-matching - when a household who, after request for card replacement and name matching to the new account, and appears on the payroll, is still unable to withdraw the cash grants from their new account	The household has received the cash grants.
3. Inclusion request -refers to a grievance about a non-beneficiary household requesting to be included in the program.	3.1. Transient poor - a household who, after a natural or human-induced shock and/or emergency, has experienced either loss of jobs/source of income or unable to access education and health facilities	The client has been immediately referred to appropriate programs and services, including the standardized targeting system.
	3.2. Chronic poor - households is described as poor based on actual household characteristics in the last five years (Chronic Poverty Research Centre, 2004)	The client has been immediately referred to appropriate programs and services, including the standardized targeting system.
	3.3. Extreme poor - a household who is perceived to have been severely deprived of basic human needs, including food, safe drinking water, sanitation facilities,	The client has been immediately referred to appropriate programs and services, including the

	health, shelter, education and information. It depends not only on income but also on access to services (United Nations, 1995).	standardized targeting system.
4. Disqualification - refers to a grievance against a household beneficiary who is perceived to be non-poor based on actual household characteristics prior to program exposure but was identified as poor or near-poor by the standardized targeting system. Households who have improved their well-being after program exposure shall not be meted a disqualification case but shall be assessed if candidate for transition/graduation strategy.	4.1. With regular income - a household that has an occupation associated to 'regular income' including those that fall under the following Philippine Standard Occupation Classification: 1-Managers 2-Professionals	The beneficiary has been delisted from the program/has been retained upon affirming their eligibility to the program.
	4.2. With high-value property - a household that owns a personal property, including real properties, that renders the household income/asset more than 10% above the poverty threshold	The beneficiary has been delisted from the program/has been retained upon affirming their eligibility to the program.
	4.3. With relative abroad - a household receiving cash from a relative up to the third level of consanguinity/affinity based on actual household characteristics that renders the household income/asset more than 10% above the poverty threshold or self-sufficient whichever is greater. Provided that such support is at least in the last 12 months, without interruption of support for at least three consecutive months.	The beneficiary has been delisted from the program/has been retained upon affirming their eligibility to the program.
5. Misbehavior - refers to a grievance against the conduct of a beneficiary, including those who persuade them, that	5.1. Vices - habitual or frequent indulgence in drinking alcohol, and/or undesirable practices committed by beneficiaries	The erring beneficiary has been sanctioned based on the level of grievance escalation.
	5.2. Gambling - to bet/play a game of chance or stakes	The erring beneficiary has been sanctioned based on

is perceived by the community to be inappropriate. This is considered as a grievance so that the beneficiaries will recognize and prioritize the education, health, and nutrition of their children.		the level of grievance escalation.
	5.3. Pawning - an act of giving the 4Ps ID, card, and/or Oath of Commitment to a loan financier/loan shark as a 'collateral' or security for money borrowed or credit on items/goods	The erring beneficiary has been sanctioned based on the level of grievance escalation.
	5.4. Misrepresentation - a fabricated/made-up representation of a beneficiary to deceive the program and access/receive program benefits	The beneficiary has been delisted from the program.
	5.5. Beneficiary fraudulence - an act of deceit, cheating, or trickery made by a dishonest individual to access/ receive program benefits. This is without prejudice to 4Ps Act Section 24 which covers any person, whether or not acting in conspiracy with public officials, who, by act or commission or omission, inserts or allows the insertion of data or false information, or who diverts from what ought to be contained in the registry, with the view of altering the fact, or aiding in the grant of the money to persons other than the qualified household beneficiaries.	The erring beneficiary has been delisted from the program.
	5.6. Collection of any kind - an act of collecting any amount of money or in-kind items such livelihood stocks from a 4Ps beneficiary for whatever purpose	The erring beneficiary has been sanctioned based on the level of grievance escalation.
6. Appeal - refers to a request to be	6.1. Appeal for reactivation - refers to a request to be	The household has been reactivated back to the

reinstated back to the program coming from beneficiaries who have ceased to receive cash grants and the associated benefits due to termination, temporary or permanent. The grace period to file appeals is six months after the last receipt of cash grants.	reinstated back to the program coming from beneficiaries who have ceased to receive cash grants and the associated benefits due to temporary deactivation/ suspension.	program in accordance with DSWD's policies and issuances on appeals.
	6.2. Appeal for reinstatement - refers to a request to be reinstated back to the program coming from beneficiaries who have ceased to receive cash grants and the associated benefits due to delisting.	The household has been reinstated back to the program in accordance with DSWD's policies and issuances on appeals.
7. Facility issue - refers to a grievance on program supply-side that affects the compliance of beneficiaries with the conditions of the program.	7.1. Inadequate education services and/or facilities - when there is no DepEd/CHED-accredited school or no teacher in a specific locality or there is insufficient supply of desks, chairs, textbooks, including digital platforms/services in times of shocks and emergencies.	The supply-side issue has been referred to the local advisory council and the households are able to access education services.
	7.3. Inadequate health services and/or facilities - when there is no health facility or health personnel in a specific locality or there is insufficient supply of vaccines, medicines, deworming pills, maternal and child health services, among others, including digital platforms/services in times of shocks and emergencies.	The supply-side issue has been referred to the local advisory council and the households are able to access health services
8. Implementer issue - refers to a grievance against a program	8.1. Implementer issues that affect beneficiary experience and integrity of the program	

<p>implementer (staff of the DSWD and its partner agencies) and such grievance affects (i) the beneficiary experience and integrity of the program, and especially (ii) the correct and timely receipt of cash grants.</p> <p>Grievances involving personnel in the civil service shall be handled by the Human Resource Department or Office of the respective agency, not the GRS focal persons, for proper handling and investigation.</p>	<p>8.1.1. Imposition of additional conditions - when a program implementer imposes additional conditions outside those mentioned in the 4Ps charter</p>	<p>The household and the implementer are reoriented of the program conditions.</p>
	<p>8.1.2. Discourtesy - an impolite act or remark by a program implementer towards a beneficiary</p>	<p>The grievance has been referred to an appropriate office as governed by civil service rules and related statutes.</p>
	<p>8.1.3. Collection of any kind - when a program implementer collects an unauthorized sum of money or in-kind such as livelihood stock from a household beneficiary, for whatever reasons</p>	<p>The grievance has been referred to an appropriate office as governed by civil service rules and related statutes. Moreover, the unauthorized collection is returned to the affected households and the implementer is discouraged against collection of any kind from the program beneficiaries.</p>
	<p>8.1.4. Implementer fraudulence - when a program implementer, whether or not acting in conspiracy with other officials or employees, who, by act or commission or omission, inserts or allows the insertion of data or false information, or who diverts from what ought to be contained in the registry, with the view of altering the fact, or aiding in the grant of the money to persons other than the qualified household beneficiaries.</p>	<p>The grievance has been referred to an appropriate office as governed by civil service rules and related statutes.</p>
	<p>8.2. Implementer issues that affect correct and timely receipt of cash grants</p>	

	<p>8.2.1. Incorrect reporting of compliance data - when a program implementer has reported compliance/noncompliance data incorrectly, and such incorrect reporting has affected the correct and timely receipt of cash transfers</p>	<p>The implementer has been reoriented on the correct and proper reporting of compliance/ noncompliance data and the affected household has received the correct amount of cash grants.</p>
	<p>8.2.2. Inaction to requests - when a program implementer fails to act, intentionally or unintentionally, on a particular transaction and whose inaction has affected the correct and timely receipt of cash grants</p>	<p>The grievance has been referred to an appropriate office for proper investigation as governed by civil service rules and related statutes and the affected household has received the correct amount of cash grants</p>
	<p>8.2.3. Delayed action to requests - when a program implementer fails to act, intentionally or unintentionally, on a particular transaction and whose inaction has affected the correct and timely receipt of cash grants</p>	<p>The grievance has been referred to an appropriate office for proper investigation as governed by civil service rules and related statutes and the affected household has received the correct amount of cash grants</p>

1. Payment Issue

Definition	Payment issue refers to a grievance on the amount and/or receipt or non-receipt of cash grants.
Subtype and Definition	<ol style="list-style-type: none"> 1. No payment - when a household did not receive any cash grant for a specific period 2. Underpayment - when a household received less than what they had expected for a specific period 3. Unclaimed payment - when a household was not able to claim the cash grants for various reasons
Who may file	Beneficiaries/authorized representative
Requirements	Pantawid ID/Oath of Commitment
Dependencies	<ol style="list-style-type: none"> 1. DSWD Financial Management Service (FMS) 2. Authorized Government Depository Banks (AGDBs) and its conduits
Total Processing Days	

PROCESS	STEPS	PROCESSING TIME	RESPONSIBLE PERSON
PRE-INTAKE	<ol style="list-style-type: none"> i. Confirm the identity of the client. <ol style="list-style-type: none"> i.1. If not a beneficiary and is only representing a beneficiary (not included in the household roster), Do Not Intake (DNI) and explain that the process will require sharing of personal information governed by the Republic Act 10173, or the Data Privacy Act of 2012. Section 12 specifically requires that the data subject should give his/her consent when processing his/her personal information. 	During payout up to 1 month after payout	C/ML/SWA/R/P/CGO/GRD Staff

	i.2. If the client is the beneficiary (it includes members of the household roster), proceed to INTAKE AND RESPONSE .		
A. INTAKE AND RESPONSE	1. Fill out a grievance form OR accept the grievance from various channel and explain to the beneficiary the steps that will be undertaken by the program in processing the complaint.	During payout and one (1) month after	C/ML/SWA/R/P/CGO/GRD Staff
B. PROCESSING	2. “System checks” (in any sequence) to analyze the root cause of the payment issue and determine if the beneficiary may be eligible for retroactive payment.	During payout and one (1) month after	CGO
	2.1. Check for registration, suspension, and delisting issues in PPIS during the period in question. Record which of the specific causes listed below (then the root causes) are potentially causing the issue: <ul style="list-style-type: none"> • Registration issue • Contested suspension/delisting 		
	2.2. Check for compliance issues in PPIS during the period in question. Record which of the specific causes listed below (then the root causes) are potentially causing the issue: <ul style="list-style-type: none"> • Disputed noncompliance • Issue on the transit and submission of compliance verification (CV) forms 		
	2.3. Check for update issues in PPIS during the period in question. Record which of the		

	<p>specific causes listed below (then the root causes) are potentially causing the issue:</p> <ul style="list-style-type: none"> • Child selection issue • Member status issue • Issue on the composition and relationship to HH Head • Location issue • Other demographic data issue • Enrolment to facility issue 		
	<p>2.4. Check for computation and payout status in PPIS during the period in question. Record the findings when the specific causes are:</p> <ul style="list-style-type: none"> • Grant computation issue • Payment conduit issue • Issue on claiming 		
	<p>2.5. Check the Card Account No. Categorize the complaint under Card Issue if the Card Account No. in PPIS is inconsistent with the actual Card Account No. reported by the beneficiary.</p>		
	<p>3. Cluster review, preparation of cluster summary, and submission to POO</p>		C/ML/SWA/CGO
	<p>3.1. Distribute/send a blank Certificate of Compliance (COC), or any acceptable proof of compliance, to concerned school and health facilities.</p>	During distribution of CV Forms	C/ML/SWA
	<p>3.2. Collect the filled out COCs, consolidate per city/municipality, and submit to CGO.</p>	During collection	C/ML/SWA

		of CV Forms	
	3.3. Review completeness of COCs, accuracy of amounts, and document integrity. Return to C/ML the document/s with issues and collect the corrected document not later than the collection period.		CGO
	3.4. Prepare a cluster summary of households for retroactive payment, including the amounts requested based on the submitted COCs.		CGO
	3.5. Submit the cluster summary to the POO, both in electronic and printed copies.		CGO
	4. Provincial review/uploading and RPMO submission to NPMO		C/ML/SWA/ CGO, PGO, RGO, ARDO, RD
	4.1. Prepare a provincial summary of households based on the submitted cluster summaries.		PGO
	4.2. Review by uploading the provincial summary in the manual retroactive payment application and correct those with errors such as amounts, HH ID Nos., and other rejected transactions.		PGO
	4.3. Inform the CGO/s all rejected transactions and, if needed, the RPMO as basis for possible application enhancements.		PGO

	4.4. Review and facilitate approval of the uploaded provincial summaries.		RGO
	4.5. Submit to NPMO recommendations for application enhancements, as necessary.		RGO
	4.6. Recommend for RD-approval the provincial summary/ies uploaded.		ARDO
	4.7. Approve provincial summaries.		RD
	5. NAPA generation, Quality Assurance (QA), and endorsement to FMS-SP		
	5.1. Generate Notice of Approved Payroll Action (NAPA) and endorse to RMQAD for quality check		NPMO GRD
	5.2. Undertake quality check of the generated NAPA and endorse to GRD the following: <ul style="list-style-type: none"> • QA-ed NAPA • Issues noted during quality check 		NPMO RMQAD
	5.3. Endorse the QA-ed NAPA to FMS		NPMO GRD
	6. Payroll review and preparation, and request for crediting		FMS-SP
	6.1. Review the endorsed NAPA and inform NPMO of the issues noted.	During FMS processing/confirmation	FMS SP
	6.2. Confirm the reviewed NAPA		FMS SP
	6.3. Upload the reviewed NAPA		FMS SP

	6.4. Submit request for crediting to AGDB		FMS SP
	7. Crediting and actual payout	During the scheduled payout	AGDB
C.RESOLUTION	8. The household receives the cash grants either thru their card account or thru OTC payout	During the scheduled payout	Grantee
D.FEEDBACK	9. Inform the beneficiary that the retroactive payment request has been successfully credited/downloaded	During the next FDS	Grievance Officer C/ML

Summary of Major Steps, Data Required, and Actors Involved

Step No.	Major Steps	Data Required	Actors
1	Intake and response	1. Intake date 2. HH ID 3. Name 4. Address 5. Cellphone number 6. Year 7. Period 8. Status 9. Date encoded	C/ML/SWA/G O
2	"System check"	10. RCA keyword 11. Name of member 12. Member ID 13. Date encoded	C/ML/SWA/G O
3	Cluster review, preparation of cluster summary, and submission to POO	14. FO remarks during COC collection 15. Date of submission	CGO
4	Provincial review/uploading and RPMO submission to NPMO	16. FO remarks during uploading 17. Transaction # 18. Date uploaded	PGO/RGO
5	NAPA Generation, QA, and endorsement to FMS-SP	19. QA remarks 20. Transaction # 21. Date endorsed	NPMO
6	Payroll review and preparation, and request for crediting	22. FMS remarks 23. Date of request	FMS

7	Crediting and actual payout	24. Date of crediting 25. Date paid (for OTC)	AGDB
8	Resolution		
9	Feedback	26. Date of feedback	GO/GRD

2. Appeal

Appeal refers to a request to be reinstated back to the program coming from beneficiaries who have ceased to receive cash grants and the associated benefits due to termination, temporary, or permanent. The grace period to file appeals is six months after the last receipt of cash grants

Subtype and Definition	Appeal for reinstatement - refers to a request to be reinstated back to the program coming from beneficiaries who have ceased to receive cash grants and the associated benefits due to delisting.
Who may file	4Ps beneficiaries who were delisted from the program for various reasons
Requirements	None
Dependencies	None
Total Processing Days	35 working days

PROCESS	STEPS	PROCESSING TIME	RESPONSIBLE PERSON
PRE-INTAKE	<p>i. Confirm the identity of the client.</p> <p>i.1. If not a former beneficiary and is only representing a beneficiary (not included in the household roster), Do Not Intake (DNI) and explain that the process will require sharing of personal information governed by the Republic Act 10173, or the Data Privacy Act of 2012. Section 12 specifically requires that the data subject should give his/her consent when processing his/her personal information.</p> <p>i.2. If the client is the former beneficiary (it includes members of household roster), proceed to INTAKE AND RESPONSE.</p>	5 mins	C/ML/SWA/R/P/CGO/GRD
A. INTAKE AND RESPONSE	1. Fill out a grievance form OR accept the grievance from various channel and explain to the beneficiary the steps that will be undertaken by the program in processing the complaint.	15 mins	C/ML/SWA/R/P/CGO/GRD STAFF
B. PROCESSING	2. Desk review to understand the reason for delisting		
	<p>2.1. Gather all available data, reports, documents, evidences, or other references relevant to the delisting of the beneficiary.</p> <p>① The actors involved in the prior delisting of the household MAY be asked (i) to confirm the data, reports, documents, or other references gathered OR (ii) to provide additional background about the case.</p>	3 working days	CGO

	<p>① If the appeal is arising from deficiencies in validation and tagging, the staff involved should not have an active role in the processing steps, but he/she may be asked to explain in writing. The case should also proceed as an IMPLEMENTER ISSUE.</p> <p>① In compliance with RA 11310, delisting under the following premises shall be treated absolutely and all appeals arising from thereof, provided there are no deficiencies in validation and tagging involved, should NOT be approved:</p> <ul style="list-style-type: none"> i. HH has already reached seven (7) years (Sec. 4) ii. HH is non-poor in STS (Sec. 6) iii. Noncompliant for more than a year (Sec. 12) <p>Proceed directly . STEP 4.3</p>		
	3. Documented interview to enrich the desk review findings		

	<p>3.1. Conduct personal interview with and gather evidences from the beneficiary and/or other relevant parties to (i) validate the desk review findings and (ii) dialogue with the beneficiary and/or relevant parties.</p> <p>① Interviews may be done by an individual or a team, structured or unstructured, announced or unannounced, physical or non-physical (e.g. thru phone call, video call, etc.), for as long as it will be able to best (i) validate desk review findings and (ii) dialogue with the beneficiary and/or relevant parties and in a manner appropriate to the nature of the case and/or situation.</p> <p>① For critical areas, physical interviews should be coordinated with the local offices/supervisors at least two (2) days before the field validation.</p> <p>① It is important that interviews shall be documented, and, as much as possible, signed by the interviewee.</p> <p>① If an earlier appeal was already filed, it is important that the delisted beneficiary is able to present new evidence/s. If no new evidence is presented, the earlier decision can be re-affirmed. Proceed directly . STEP 4.3</p>	5 working days	CGO
	<p>3.2. Prepare and submit to the Provincial Link a validation report that contains all essential findings gathered during the desk review, and documented interview and field validation. “Essential” means all those that will provide the deliberation body with enough information to determine whether they should recommend in favor or against the appeal. The report</p>	5 working days	CGO

	should be able to draw conclusions from the essential findings gathered.		
	4. Deliberation to collectively and objectively decide on the case		
	4.1. Convene an internal provincial grievance committee (IPGC) to deliberate on the merits of the case. This should at least include the concerned C/ML/s, concerned CGO, and concerned SWO III as members; and the PGO as the secretariat to the IPGC.	1 working days	Provincial Link or his/her alternate
	4.2. Deliberate on the case, either thru a meeting (physical or non-physical) or thru a referendum, based on the validation report submitted by the CGO.	5 working day	Provincial Link or his/her alternate and panel members
	4.3. Prepare and submit to the Regional Director a feedback report about the case that includes all essential findings, with recommendation/s, subject to approval/disapproval of the Regional Director. ① It is important that the recommendation/s for the Regional Director should be supported by (not incoherent with) policies and issuances relevant to the case.	5 working days	PGO
	4.4. Provide technical support to the Regional Director by reviewing the feedback report in terms of: <ul style="list-style-type: none">● Coherence of the (i) issue, (ii) findings (iii) conclusion, and (iv) recommendation,	5 working days	RGO

	<ul style="list-style-type: none"> • Sufficiency and strength of evidences gathered during 3Ds • Legal/Policy basis of the recommendation/s 		
	<p>4.5. Approve/Disapprove the request for reinstatement.</p> <p>① Retroactive payment for applicable months is also possible if:</p> <ul style="list-style-type: none"> i. the appeal is arising from deficiencies in validation and tagging and it has impacted the receipt of cash grants; ii. the appeal was filed and approved within the same fiscal year 	1 working day	Regional Director
	<p>4.6. Execute the reinstatement in the PPIS, if the appeal is approved and update the household profile, especially the children monitored and their school and health data.</p>	1 working days	RGO
C.RESOLUTION	5. The household has been reinstated back to the program OR the delisting has been reaffirmed.	1 working days	RGO
D. FEEDBACK	6. Inform the appellant-beneficiary, the POO, and assigned C/ML of the decision of the RPMO.	3 working days	RGO

Summary of Major Steps, Data Required, and Actors Involved

Step No.	Major Steps	Data Required	Actors
1	Intake and response	1. Intake date 2. HH ID 3. Name 4. Address 5. Cellphone number 6. Present HH status 7. Date registered 8. Date last delisted 9. Total years 10. Tagged by 11. Status 12. Date encoded	C/ML/SWA/ R/P/CGO/ GRD
2	Process	13. Date completed	CGO
3	Documentation validation	14. Date completed	CGO
4	Deliberation	15. Date completed	PGO, ProvLink
5	Resolution	16. Date completed	RGO, RD
6	Feedback	17. Date of feedback	RGO

3. Inclusion request

An **inclusion request** refers to a grievance about a non-beneficiary household requesting to be included in the program.

Subtype and Definition	<ol style="list-style-type: none"> 1. Transient poor - a household who, after a natural or human-induced shock and/or emergency, has experienced either loss of jobs/source of income or unable to access education and health facilities 2. Chronic poor - households is described as poor based on actual household characteristics in the last five years (Chronic Poverty Research Centre, 2004) 3. Extreme poor - a household who is perceived to have been severely deprived of basic human needs, including food, safe drinking water, sanitation facilities, health, shelter, education and information. It depends not only on income but also on access to services (United Nations, 1995).
Who may file	General public
Requirements	None
Required minimum data to intake	Complete name, birth date, complete address, contact number of requesting party
Dependencies	National Household Targeting Office/Unit
Total Processing Days	25 calendar days

PROCESS	STEPS	PROCESSING TIME	RESPONSIBLE PERSON
A. INTAKE AND RESPONSE	1. Fill out a grievance form OR accept the grievance from various channel and explain to the beneficiary the steps that will be undertaken by the program in processing the complaint.	15 mins	C/ML/SWA/ R/P/CGO/ GRD STAFF
B. PROCESSING	2. Checking of 4Ps list and STS list		
	2.1. Check in PPIS if the beneficiary is a potential beneficiary of 4Ps <ul style="list-style-type: none"> • If found in PPIS, process for late registration, subject to policies and issuances relative to late registration • If not found in PPIS, proceed to the next step. 	15 mins	C/ML/SWA/ R/P/CGO/ GRD STAFF
	2.2. Request for name-matching with the standardized targeting system at least once every Monday, covering previous week's requests for inclusion.	3-7 days	C/ML/SWA/ R/P/CGO/ GRD STAFF
	2.3. Conduct name-matching and provide the results on the next Monday.	3-7 days	NHTU/NHTO
	3. Endorsement/referral		
	<ul style="list-style-type: none"> • If matched in STS list and poor or near poor, endorse to NPMO for prioritization of the household in succeeding replacement and/or expansion of the program on the next Monday. 	3-7 days	RGO

	<ul style="list-style-type: none"> If matched in STS list but non-poor or did not match in STS list, refer to appropriate programs and services of DSWD or of the concerned LGU on the next Monday. 		R/P/CGO
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C. RESOLUTION	4. The client has been immediately referred to appropriate programs and services.	1 working days	C/ML/SWA/ R/P/CGO/
D. FEEDBACK	5. Inform the requesting party/ies of the result of processing.	3 working days	C/ML/SWA/ R/P/CGO/ GRD STAFF

Summary of Major Steps, Data Required, and Actors Involved

Step No.	Major Steps	Data Required	Actors
1	Intake and response	1. Intake date 2. Name 3. Address 4. Birth date 5. Cellphone number 6. Subcategory 7. Date encoded	C/ML/SWA/ R/P/CGO/ GRD STAFF
2	Processing of 4Ps list and STS list	8. Date completed	C/ML/SWA/ R/P/CGO/ GRD STAFF
3	Endorsement/referral	9. Date completed	R/P/CGO
4	Resolution	10. Date completed	C/ML/SWA/ R/P/CGO/
5	Feedback	11. Date of feedback	C/ML/SWA/ R/P/CGO/ GRD STAFF

4. Disqualification

Disqualification refers to a grievance against a household beneficiary who is perceived to be non-poor based on actual household characteristics prior to program exposure but was identified as poor or near-poor by the standardized targeting system.

Households who have improved their well-being after program exposure shall not be meted a disqualification case but shall be assessed if candidate for transition/graduation strategy.

Subtype and Definition	<ol style="list-style-type: none"> 1. With regular income - a household that has an occupation associated to 'regular income' including those that fall under the following Philippine Standard Occupation Classification: <ul style="list-style-type: none"> 1-Managers 2-Professionals 2. With high-value property - a household that owns a personal property, including real properties, that renders the household income/asset more than 10% above the poverty threshold 3. With relative abroad - a household receiving cash from a relative up to the third level of consanguinity/affinity based on actual household characteristics that renders the household income/asset more than 10% above the poverty threshold or self-sufficient whichever is greater. Provided that such support is at least in the last 12 months, without interruption of support for at least three consecutive months.
Who may file	General public
Requirements	Whenever available, any proof/evidence (pictures, letters, documents)

Required minimum data to intake	Complete name, complete address, contact number of complainant
Dependencies	None
Total Processing Days	25 calendar days

PROCESS	STEPS	PROCESSING TIME	RESPONSIBLE PERSON
PRE-INTAKE	<p>i. Confirm the identity of the subject of the issue (or simply, “subject”).</p> <ul style="list-style-type: none"> • If the subject is not a beneficiary (potential or registered), Do Not Intake (DNI) and explain to the complainant. • If the subject is a beneficiary (potential or registered), proceed to next step. Households who have improved their well-being after program exposure shall not be meted a disqualification case but shall be assessed if candidate for transition/graduation strategy. 	5 mins	C/ML/SWA/ R/P/CGO/ GRD Staff
	<p>ii. Ask the complainant if the alleged improvement in household situation took place before or after program exposure.</p> <ul style="list-style-type: none"> • If after program exposure, Do Not Intake (DNI) and explain to the complainant that households who have improved their well-being after program exposure shall not 	5 mins	C/ML/SWA/ R/P/CGO/ GRD Staff

	<p>qualify a disqualification case but shall be assessed if candidate for transition/graduation strategy.</p> <ul style="list-style-type: none"> • If before program exposure or if it unknown to the complainant, proceed to INTAKE AND RESPONSE. 		
A. INTAKE AND RESPONSE	1. Fill out a grievance form OR accept the grievance from various channel and explain to the beneficiary the steps that will be undertaken by the program in processing the complaint.	15 mins	C/ML/SWA/R/P/CGO/GRD Staff
B. PROCESSING	2. Documented interview to validate the allegation		
	<p>2.1. Conduct personal interview with the subject and/or collateral interviews with individuals who know the subject and gather as much evidences or proofs relevant to the allegation, especially on the timing.</p> <ul style="list-style-type: none"> ① If the alleged improvement in household situation took place before program exposure, it is important to document this in the validation report with sufficient evidences ① Interviews may be done by an individual or a team, structured or unstructured, announced or unannounced, physical or non-physical (e.g. thru phone call, video call, etc.), for as long as it will be able to best gather as much evidences or proofs relevant to the allegation. ① For critical areas, physical interviews should be coordinated with the local offices/supervisors at least two (2) days before the field validation. 	5 working days	CGO

	<p>① It is important that interviews shall be documented, and, as much as possible, signed by the interviewee.</p>		
	<p>2.2. If the beneficiary voluntarily waived in any part of the process, administer a waiver and document the action in the validation report</p>	5 working days	CGO
	<p>2.3. Prepare and submit to the Provincial Link a validation report that contains all essential findings relevant to the allegation. “Essential” means all those that will provide the deliberation body with enough information to determine whether they should recommend in favor or against the subject. The report should be able to draw conclusions from the essential findings gathered.</p>	5 working days	CGO
	<p>3. Deliberation to collectively and objectively decide on the case</p>		
	<p>3.1. Convene an internal provincial grievance committee (IPGC) to deliberate on the merits of the case. This should at least include the concerned C/ML/s, concerned CGO, and concerned SWO III as members; and the PGO as the secretariat to the IPGC.</p>	1 working days	Provincial Link or his/her alternate
	<p>3.2. Deliberate on the case, either thru a meeting (physical or non-physical) or thru a referendum, based on the validation report submitted by the CGO.</p>	5 working day	Provincial Link or his/her alternate and panel members

	<p>3.3. Prepare and submit to the Regional Director a feedback report about the case that includes all essential findings, with recommendation/s, subject to approval/disapproval of the Regional Director.</p> <p>① It is important that the recommendation/s for the Regional Director should be supported by (not incoherent with) policies and issuances relevant to the case.</p>	5 working days	PGO
	<p>3.4. Provide technical support to the Regional Director by reviewing the feedback report in terms of:</p> <ul style="list-style-type: none"> • Coherence of the (i) issue, (ii) findings (iii) conclusion, and (iv) recommendation, • Sufficiency and strength of evidences gathered during 3Ds • Legal/Policy basis of the recommendation/s 	5 working days	RGO
	3.5. Approve/Disapprove the recommendation	1 working day	Regional Director
	3.6. Execute the reinstatement in the PPIS, if the appeal is approved and update the household profile, especially the children monitored and their school and health data.	1 working days	RGO
C.RESOLUTION	4. The household has been reinstated back to the program OR the delisting has been reaffirmed.	1 working days	RGO
D. FEEDBACK	5. Inform the appellant-beneficiary, the POO, and assigned C/ML of the decision of the RPMO.	3 working days	RGO

PROCESS	STEPS	PROCESSING TIME	RESPONSIBLE PERSON
A. INTAKE AND RESPONSE	1. Fill out a grievance form OR encode the grievance in the GRS MIS and explain to the beneficiary the steps that will be undertaken by the program in processing the complaint.	15 mins	C/ML/SWA/ R/P/CGO/ GRD STAFF
E. PROCESSING	6. System check		
	6.1. Check in PPIS if the beneficiary is a potential beneficiary of 4Ps <ul style="list-style-type: none"> • If found in PPIS, process for late registration, subject to policies and issuances relative to late registration • If not found in PPIS, proceed to the next step. 	15 mins	C/ML/SWA/ R/P/CGO/ GRD STAFF

General Principles

1. **Adherence to the chain of command.** The management of grievances follows the chain of command in the agency. Even without specifically reflecting all lines of authority under responsible actors, they are deemed included. Furthermore, in exercise of their management/supervisory function, they may, at any time:

- **Request a repeat of certain step/s** in any of the procedure for the purpose of making the best informed decision about the case.
- **Expand** the minor steps (and therefore, additional processing time) for as long as it supports the major steps.
- **Change/Introduce additional responsible persons** to ensure an effective and/or efficient execution of certain or several steps.

2. **Observance of proper communication flow.** In carrying out the procedures and steps in this Field Manual, the actors are expected to observe the agency communication flow.
3. **Completed staff work** – The actors are responsible for submitting written recommendations to their superiors in such a manner that the superior need do nothing further in the process than review the submitted document and indicate approval or disapproval.

Grievance Data Management

All grievance transactions received shall be encoded in a Management Information System (MIS) developed by the 4Ps National Program Management Office (NPMO). It shall be designed to seamlessly capture grievances from different channels of reporting and be able to mobilize such 'seamlessness' in quickly updating grievance transactions from time to time. It should also have the capacity to collaborate with other program components including targeting, registration, updating, compliance verification, payment, and even linkaging with other internal and external MIS that functions in a similar manner with the 4Ps GRS. Such inter-operability is expected given the many grievance actors involved in processing a particular type or subtype of grievance.

Updating of GRS Sub-Operations Manual

Given the highly evolving nature by which how grievances are processed, the specific details of implementing the GRS shall be detailed in the GRS Sub-Operations Manual to be developed by the 4Ps NPMO. It shall contain the procedure, timeline, and accountability centers, among others, per type or subtype of grievance. It should also contain the details on how to operate the MIS for GRS.

The same manual should be subject to review and update at least every two years, or earlier as may be approved by the 4Ps National Project Director, to be

spearheaded by the 4Ps NPMO in consultation with the different grievance actors involved, including the 4Ps NAC.

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