



MEMORANDUM CIRCULAR

No. **11**
Series of 2010

**SUBJECT: GUIDELINES IN THE PREPARATION AND SUBMISSION OF
IDCB PLANS AND ACCOMPLISHMENT REPORTS**

1. **Rationale:** The Department of Social Welfare and Development (DSWD) must improve and enhance its systems and capacities to assume leadership in the Social Protection Sector. As such, the Department is currently undergoing institutional development processes in order to cope with the changes and expectations both in its internal and external environment.

Recognizing the many forms of interventions of institutional development which include, but are not limited to organizational assessment, human resource development, change management, capability building, partnership building and management, it is imperative that planned interventions take into consideration the integrated framework for adequacy in number, reach, coherence, effectiveness and efficiency of programs; coordinative and collaborative implementation by institutions and structures, sufficient and strategic allocation of resources, responsive capacities in terms of skills, knowledge and technologies and accessibility of information.

The Institutional Development and Capability Building (IDCB) plan/report template is one of the tools that will ensure the development and utilization of organizational resources, capacities and competencies that are geared towards achieving efficiency and effectiveness in agency performance. The IDCB Plan template will systematically set the parameters for planning for such activities. On the other hand, the IDCB report template will provide key areas in assessing the Department's performance in institutional development and capability building.

Furthermore, these reports generated are important for benchmarking, synchronization, monitoring, provision of technical assistance and generation of other knowledge products. It is therefore imperative that this plan and report templates be utilized by all Offices, Bureaus and Services for their IDCB plans and reports.

2. **Legal Bases**

- 2.1 Memorandum Circular No. 04 s. 2010 – Amendment to the DSWD Institutional Framework (MC No. 32 s. 2004) – provides the context through which risks and vulnerabilities are assessed vis-a-vis policies, programs, capacities, resources, systems and structure. Interventions are planned to address the gaps identified

- whether through capability building programs, organizational development, human resource development, etc.
- 2.2 Memorandum Circular No. 32, s. 2004 – DSWD Institutional Development Framework
 - 2.3 Memorandum Circular No. 23, s. 2003 – Adoption of the DSWD Organizational Competencies which serves as indicators of DSWD’s overall organizational quality.
 - 2.4 Administrative Order No. 20, s. 2004 – Omnibus Policies and Guidelines on the Management of DSWD Capability Building Efforts, ensures that training and development are committed and consistent to the agency standards.

3. Operational Definition of Terms:

Institutional Development and Capability Building Plan (IDCB)

– refers to a plan that establishes an organization wide, comprehensive, harmonized and coordinated IDCB Program of the Department. The plan has two sections: the Institutional Development (ID) and the Capability Building (CB) plans.

3.1 Institutional Development Plan - It is a plan that reflects the identified Key Results Areas (KRAs) of each OBSUs and the corresponding planned interventions or strategies in building organizational capacities and competencies as stated in MC No. 23 s., 2003.

3.1.1 Institutional Development under the Department’s Reform Agenda, is the distinctly interconnected practice and process by which a diversity of individuals, organizations and social systems continuously increase their capacities and improve performance in achieving shared social aspirations. It involves the sustained process of internal socialization and goal achievement towards increasing the level of performance and effectiveness of human organizations through strategically planned-interventions.

Institutional development is often used in relation to a formal, structured, and sustained advancement of an agenda by ensuring that several key components are provided for:

- Enabling policy environment on the macro and micro levels;
- Well designed and results driven initiatives (plans, programs and projects);
- Appropriate, timely and adequate support in resource mobilization and generation (human, financial, technical/technological,etc);
- A legally mandated organizational entity that structures competent management efficiently in accomplishing objectives and outputs.
- Broad based constituency; and
- Leadership that impels inspired advocacy and substantive action.

Interventions under this may include:

- *Program Review and Evaluation Workshop* – defined as an activity to review, assess and evaluate programs, projects and services to determine the extent of its implementation as well as opportunities for improvement.(MC No. 13 s. 2009)

It is an exercise of a particular office, bureau, unit and/or field office aimed at assessing the outputs, operations, processes and implementation of these respective offices against their targets within the year. Results of which will be the basis of policy and program enrichment, expansion, replication or termination, as the case may be. (Op. Cit.)

- Meeting –is a gathering where two or more individuals come together for the purpose of discussing (usually) predetermined topics as stated in its agenda.
- Forum – is a public meeting or presentation involving a discussion usually among experts and often including audience participation.
- Convention – is a gathering of individuals at a pre-arranged place and time in order to discuss or engage in some common interest or topic.
- Conference – is a pre-arranged meeting for consultation or exchange of information or discussion (especially one with a formal agenda) of ideas.

3.1.2 Organizational Competencies – is a set of behaviors that encompasses values, skills, knowledge, abilities, and other attributes that, taken together, are critical to successful work accomplishment of the DSWD as an organization.

Memorandum Circular No. 23, series of 2003, defined the DSWD Organizational Competencies (OC) as an essential component of the Career Development and Management System (CDMS) and is considered essential to the DSWD and its fulfillment of its mandate, mission, and vision. They also serve as indicators of DSWD’s overall organizational quality and are as follows:

- a. Organizational Development – is a change process and a complex strategy intended to change the beliefs, attitudes, values, and structure of organizations so that they can better adapt to new technologies, environments and challenges (W. Bennis quoted in Medel, 2008). It involves organizational reflection, system improvement, planning and self analysis to bring about a particular kind of end result. (W. Burke quoted in Medel, 2008).

It is a sustained effort through which DSWD as an organization learns about and develops its internal capacity to be the most effective it can be in its mission work and to sustain itself over the long term. This definition underlines the explicit connection between organizational development framework and the achievement of organizational mission and continuous learning which is the very rationale of OD work. (Source: Medel, Final Report – IDCB Component of NSSWRDP August 2008)

b. Advocacy on Behalf of Vulnerable Sectors – refers to activities that aim to influence public policy and resource allocation decisions within political, economic, and social systems and institutions motivated by concern for the protection and empowerment of the vulnerable sectors in an effort to develop policies, services and programs that enhance their well being. As such, the guiding principle for such advocacies shall be the preferential access for the poor, vulnerable and disadvantaged to social protection. It may include media campaigns, public speaking, commissioning and publishing research or lobbying. Example: Policy Fora, Social Marketing, Legislative Liasoning.

c. SWD Policy Development – refers to the capacity of DSWD to undertake consultations and research including environmental scanning and trending, provide theoretical and empirical analyses and utilize the outcome of such for purposes of social legislation and program audit, evaluation and development resulting to promotion, protection and fulfillment of human rights and improvements in the delivery of social protection. Example: SWD Forum, Research Agenda

d. Direct Service Delivery / Transfer of Technology

i. Direct Service Delivery - activities involving the development of pilot projects and the sustainability as well as effective and efficient implementation of developed SWD programs and services.

ii. Transfer of Technology – information sharing on knowledge, skills, methods and best practices to ensure that social technologies developed and research outcomes are accessible to a wider range of users who can then further develop and exploit the technology into new products, processes, applications, materials or services.

Example: Community Based Rehabilitation Program for Perpetrators of Domestic Violence, Pantawid Pamilyang Pilipino Program (4Ps) such as cash assistance, health and education program and conduct of parenting sessions to partner parents/families of the program.

e. Standards Setting and Development – activities involving development of quality assurance measures in the implementation of policies, programs, rules and regulations of the Department and the SWD sub-sector. Establishing SWD

criteria and educating the stakeholders on the value of adherence to social welfare and development standards through registration, licensing and accreditation of Social Welfare and Development Agencies (SWDAs). Example: Consultation with ABSNET.

f. Networking and Partnership Building – activities under this ensure a total sector approach of the DSWD by engaging partners/intermediaries and ensuring that all contribute to social protection; thus, adhering to the guiding principles of the Reform Agenda.

i. Networking involves informal, usually information sharing relationships that do not require attention to complementary missions, work styles, and so forth- a loose joint effort based on similar goals.

ii. Partnership Building is a sustained effort of the DSWD in bringing together and harmonizing organizational and individual capacities or resources in the form of skills, experiences and ideas to tackle common problems or goals that are often beyond a single organization or group to address. (Source: Medel, IDCB Protocol for the IDCB Component of NSSWRDP August 2008)

3.2 Capability Building Plan – It is a plan which consists of different capability building activities that are systematically designed to develop, enhance and improve the skills and abilities of individual staff for an improved work performance.

3.2.1 Capability Building is a continuing process of strengthening the organization's human resources (personnel and intermediaries as well as other partners) to act and make informed choices based on their values and aspirations with the goal of increasing the organization's access to information and technical know-how.

It refers to a combination of interventions focused to improve an organization's performance in relation to its mission, environment, resources, and sustainability and procedures, as well as strengthening partnerships among various players in the development process. (Source: Medel, Final Report – IDCB Component of NSSWRDP August 2008)

1.1 Training – refers to organizationally directed experiences that are systematically designed to increase the knowledge, attitude, skills and habits of personnel for the purpose of improving individual performance for the benefit of the organization. In the Department, there are different training programs, in which the organic staff can participate in and are classified as follows:

1.1.1 Ladderized Training Program – refers to the continuing provision of training opportunities which will cover the entire range of core competencies identified for a person to qualify to the next position level.

It is conceived as an umbrella training strategy in the organizational process. It has the following goals:

- Identify, ensure and facilitate the development and use of competence that will enable the workforce perform present jobs and prepare for future jobs
- Ensure that individual and organizational goals are linked
- Ensure an alignment of individual career plans and organization career-management process to achieve an optimal match of individual and organization needs.

1.1.2 Specialized Training Program – refers to locally offered non-academic short-term courses usually in the form of seminars, symposia, conferences and conventions with specific topics/themes being conducted by government agencies, non-government organizations, the academe and other recognized training institutions.

1.1.3 In-House Training – training activities developed, customized and managed by DSWD for its employees and its partners and intermediaries.

1.2 Seminar – refers to those basically for purposes of sharing, discussing or disseminating ideas and information on the development of particular fields of interest and /or common appreciation and resolution of certain issues.

1.3 Workshop – is a brief intensive course emphasizing interaction and exchange of information among a usually small number of participants.

1.4 Skills Enhancement – is a program which aims to improve specific skills of DSWD staff and its partners and intermediaries for improved job performance.

3.3 Technical Assistance – activities through which DSWD imparts technical and organizational skills to the staff and its partners/intermediaries especially where the latter seeks such with the aim of standardizing and upgrading capability building activities. This can be delivered in various forms such as training, mentoring, coaching, consultation and demonstration.

1. Coaching – aims to enhance an individual's performance and capability through effective and informed conversation between the coach and the coachee, in which the coach observes performance, shares knowledge, provides encouragement to assist the coachee in reaching higher level of performance.

It is the practice of inspiring, energizing and facilitating the performance, learning and development of the coachee/player.

2. Mentoring – is a more job-specific person-to-person teaching which helps clients to learn functions they have never done before by passing along one’s knowledge to another.

Both coaching and mentoring are related processes for analysis, reflection, and action, intended to enable employees achieve their full potential with a focus on skills, performance and “life” (personal) coaching and mentoring. Unlike conventional training, coaching and mentoring concentrate on the person, not subject; they draw out rather than put it in; they develop rather than impose; they reflect rather direct; they are continuous and not a one-time event, which is a form of change facilitation. (Source: Serrat, Oliver. July 2009. “Coaching and Mentoring” *Knowledge Solutions No. 54* ADB:Manila)

3. Consultation/Peer Assist - is a conference between 2 or more people to share their experiences, insights and knowledge on an identified challenge or problem, which promotes collective learning and develop networks among those invited. It is about gathering knowledge from knowledge brokers before embarking on an activity or project, or when facing a difficulty in the course of related events.(Source: Serrat, Oliver, Oct. 2008. “Conducting Peer Assists” *Knowledge Solutions No. 1* ADB: Manila)
4. Demonstration – is a visual or actual presentation showing how something works i.e. its operation or use through example, illustration or experimentation

3.4. Training Manual – a book or booklet of instructions, designed to improve the quality of a performed task, may form an important part of a formal training program to ensure consistency in presentation of content.

3.5. Training Module – a standardized or self-contained segment that together with other segments constitutes an educational course, training program or training manual and can stand alone. (Source: *Training on Module Development, April-May 2008*)

3.6. Training on Project Development – refers to training activity conducted to a target pilot area to test new strategies/approaches/interventions/tools aimed at:

- Developing new set of knowledge, attitude, skills and habits for staff assigned to test the new technology
- Developing a program manual by the proponent office as basis for the preparation of a training manual.

3.7. Training of Trainers (ToT)– refers to a training program that develops participants’ capabilities to a trainers’ level or standard.

3.8. Roll Out Training – refers to training activities that will be replicated to other area by the participants of the ToT.

3.9. Trained Implementers – this refers to trained intermediaries who completed a training program (LGUs, NGOs, NGAs and POs, and DSWD staff).

3.10. Service Providers – refers to individuals and organization with expertise necessary to deliver packaged and customized training program for the Department.

3.11. Job Audit – is an activity undertaken by HRMDS to determine staff competency requirements vis-à-vis the new thrust under the Reform Agenda.

4. Objectives

1. To establish a guide in the development of agency-wide organizational development and capability building strategies and annual training calendar based on training needs assessment results and the Department's thrusts and priorities, among others, and contributing to its institutional development and attainment of its specified organizational competencies..
2. To ensure that appropriate, relevant, and necessary training programs are implemented and reported through the set template.
3. To ensure that quality learning materials and knowledge products are generated out of the IDCB accomplishment reports of the various DSWD OBSUs

5. User of the Template/Consumer of the Report:

At CO level, SWIDB for external partners and intermediaries and HRMDS for internal staff. At the FO level, Institutional Development Unit for external partners and the Personnel Unit for internal staff.

6. Implementing Mechanism

6.1 Submission of the IDCB Plan

- Each OBSU's IDCB plan should take into consideration the following inputs/documents:
 1. DSWD Thrusts and Priorities
 2. Training Needs Analysis (TNA) of the concerned office
 3. IDCB agenda jointly formulated by the SWIDB and HRMDS
 4. Results of the Medium Term Expenditure Plan (MTEP) Job Audit
 5. Technical Assistance and Resource Augmentation (TARA) Plan
 6. Job Audit
- The IDCB Plan shall be prepared by the IDU/OBS IDCB Focal Persons in consultation and coordination with the other units/divisions in the Field Offices and OBS. The plan shall be endorsed by the Division Chief concerned to the Field Office Director/OBS Directors for approval.

- The IDCB Plan of each OBS and FO for the succeeding year must be submitted to SWIDB and to HRMDS by mid November of the current year coinciding with the submission of their respective Work and Financial Plan.

6.2 Submission of the IDCB Narrative Accomplishment Report (OBSU/Field Office) for the ____ Quarter, 20__

IDCB Accomplishment Reports must be submitted on or before the last working day of the last month of the quarter (1st Quarter – March 31, 2nd Quarter – June 30, 3rd Quarter – September 30 and 4th Quarter – November 30, 2010).

This form shall serve as the template to report the accomplishment vis-à-vis the plans reflected in Form A. This form consists of four parts:

1. Summary of Accomplishments on Planned ID and CB for the quarter
2. Contributory Activities and Outputs on the Major Programs/Interventions/Strategies
3. Summary of IDCB Activity Outputs
4. Conclusion and Recommendation

6.3 IDCB Participant's Data Form(C-1)/IDCB Participant's Evaluation Form(C-2)

The primary users of this form will be HRMDS and SWIDB. In the case of HRMDS, this is used to keep track of Personal Data Sheets of Employees while for SWIDB, this is used to update the database of trained intermediaries.

The Participant's Evaluation Form will be used to evaluate primarily the CB activities conducted, generate lessons learned and action plans and ID activities if deemed applicable.

6.4 Back-end or IT Business Processing of the IDCB Plan Template

1. Form A in matrix form will be provided to all FOs and OBSUs in hard and soft copies. These copies which will be initially used in the pilot (1st quarter report) will be in Excel form. However, when the online IDCB template is finalized and launched by the second quarter, all FOs and OBSUs will have to use the online template where fields and number of characters or parameters will be defined.
2. Form A should be prepared or written by the Personnel Unit Focal Person for internal staff and IDU focal person for partners and intermediaries to be certified by the Regional Director.
3. Form A will have definite time period for filling up, such as, all IDCB Plan should be with SWIDB and HRMDS on the 15th of November of the current year.
4. Online submissions will, in turn, receive automatically generated acknowledgement notice which indicates the sender's email address, date, and time of receipt in the system.
5. SWIDB and HRMDS will issue comments online and will also send formal notice to the concerned FO and OBSU.

7. *Effectivity*

This circular takes effect immediately and supersedes previous issuances inconsistent herewith.

Issued in Quezon City, this 22nd day of June 2010.

C. Yangco
CELIA CAPADOCIA-YANGCO
Acting Secretary
for [Signature]

FORM A

IDCB Plan for CY _____
Name of FO/OBSU _____

A. Institutional Development Plan

| Key Result Areas (per Department's Core Plan) | Objectives | Planned Interventions /Strategies | Org. Comp | Date/ Venue | Target Participants | | | | | | | | | | Resources Needed | | Expected Output | |
|---|------------|-----------------------------------|-----------|-------------|---------------------|----|-----|----------------|-------------|-------------|--------|-------------|--------------|-----|------------------|------------------|-----------------|----|
| | | | | | DSWD | | | Intermediaries | | | | | Stakeholders | | DSWD Internal | EXT. Fund Source | | |
| | | | | | FO | CS | CIS | L G U | N G A | N G O | P O | V O L | AC | Rel | | | | BS |
| Institutional Strengthening and Management | | | | | | | | | | | | | | | | | | |
| Social Protection and Capability Building | | | | | | | | | | | | | | | | | | |
| Policy and Plan Formulation | | | | | | | | | | | | | | | | | | |
| Social Technology Development | | | | | | | | | | | | | | | | | | |
| Standard Setting and Compliance Monitoring | | | | | | | | | | | | | | | | | | |

Note: please refer to the IDCB Guide on Filling up the template for examples per key results area

Legend:

- FO – Field Office
- AC - Academe
- CS – Central Office staff
- CIS – centers and institutions ‘ staff
- LGU – Local Government Units
- NGA – Non-Government Agency
- NGO – Non-Government Organization
- PO – People’s Organization

- Vol - volunteers
- Rel – Religious
- BS – Business Sector
- Med - Media

FORM A

IDCB Plan for CY _____
Name of FO/OBSU _____

A. Institutional Development Plan

| Key Result Areas (per Department's Core Plan) | Objectives | Planned Interventions /Strategies | Org. Comp | Date/ Venue | Target Participants | | | | | | | | | | Resources Needed | | Expected Output | | |
|---|------------|-----------------------------------|-----------|-------------|---------------------|----|-----|----------------|-------------|-------------|--------|-------------|--------------|-----|------------------|-----|-----------------|---------------|------------------|
| | | | | | DSWD | | | Intermediaries | | | | | Stakeholders | | | | | DSWD Internal | EXT. Fund Source |
| | | | | | FO | CS | CIS | L G U | N G A | N G O | P O | V O L | AC | Rel | BS | MED | | | |
| Institutional Strengthening and Management | | | | | | | | | | | | | | | | | | | |
| Social Protection and Capability Building | | | | | | | | | | | | | | | | | | | |
| Policy and Plan Formulation | | | | | | | | | | | | | | | | | | | |
| Social Technology Development | | | | | | | | | | | | | | | | | | | |
| Standard Setting and Compliance Monitoring | | | | | | | | | | | | | | | | | | | |

Note: please refer to the IDCB Guide on Filling up the template for examples per key results area

Legend:

- FO – Field Office
- AC - Academe
- CS – Central Office staff
- CIS – centers and institutions ‘ staff
- LGU – Local Government Units
- NGA – Non-Government Agency
- NGO – Non-Government Organization
- PO – People’s Organization

- Vol - volunteers
- Rel – Religious
- BS – Business Sector
- Med - Media

FORM A

B. Capability Building Plan

| OBJECTIVES | Training / Activity Title | ORG COMP | DATE / VENUE | TARGET PARTICIPANTS | | | | | | | RESOURCE NEEDED | | Expected Output | Remarks |
|------------|---------------------------|----------|--------------|---------------------|----|-----|----------------|-----|-----|----|-----------------|------------------|-----------------|---------|
| | | | | DSWD | | | INTERMEDIARIES | | | | DSWD INTERNAL | EXT. FUND SOURCE | | |
| | | | | FO | CS | CSI | LGU | NGA | NGO | PO | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

Note: Please refer to the IDCB Guide for examples of Capability Building activities which primarily include trainings, workshops, etc, Kindly indicate precise/definite dates as basis of SWIDB and/or HRMDS to take note whether the schedules will not be in conflict with other training activities.

Legend:

- FO – Field Office
- CS – Central Office staff
- CIS – centers and institutions ‘ staff
- LGU – Local Government Units
- NGA – Non-Government Agency
- NGO – Non-Government Organization
- PO – People’s Organization

Prepared by:

Recommending Approval:

Approved by:

Procedure on How to Fill Up the IDCB Plan Template

(Form A)-IDCB Plan for CY_____

Step 1: Identify and prioritize Key Result Areas where IDCB should focus on by the respective office. The KRAs are defined and explained as follows:

- **Institutional Strengthening and Management** – the strategic shift in corporate vision, mission, and goals the Department has taken in the sector requires an equally strategic focus on institutional strengthening and management, to ensure the development and utilization of organizational resources, capacities and competencies are geared towards achieving economy, efficiency, and effectiveness in corporate performance. Ex. organizational development activities such as training for DSWD executives
- **Policy and Plan Development** – Policy Development is an effort to serve the disadvantaged sectors by developing comprehensive social welfare and development policies while Plan Formulation is a process that will guide the Department in prioritizing what programs, projects, activities will be undertaken for a specific period of time given the available budget/sources. (e.g related policies on poverty reduction; e.g for plan formulation – operational plans, sectoral plans etc.)
- **Social Technology Development** – is the process of developing innovative social welfare and development programs and projects for its stakeholders. (e.g. Community Based Rehabilitation Program for Perpetrators of Domestic Violence)
- **Standard Setting and Compliance Monitoring** – Standard Setting is establishing the minimum requirements and acceptable conditions for the management and operation of social welfare programs and services so that the target clients receive good quality services that are non-discriminatory. Compliance to the standards is ensured by the DSWD through a registration and licensing requirement of all social welfare agencies and the accreditation of all social welfare programs and services. DSWD monitors the enforcement of standards by assessing the quality of the services being provided by the licensed and accredited SWD agencies.
- **Social Protection and Capability Building** – Social Protection is a set of policies and programs designed to reduce poverty and vulnerability of the most susceptible social welfare sectors. On the other hand, capability building is providing the institutional assistance to the DSWD's intermediaries such as LGUs, NGOs, POs, and other social welfare and development agencies as well as internal staff.

Step 2: Formulate SMART Objectives for each IDCB Activity

Objectives should describe concrete outputs that should be accomplished within a definite period of time. As such they should be concrete and therefore observable ('verifiable' or 'measurable'). They are the expression of a desired achievement, involving the process of change and aimed at meeting certain needs and interests of identified target groups within a given period of time. (S=**s**pecific; M=**m**easurable; A=**a**chievable; R=**r**elevant; T=**t**imely)

FORM A

Example: To organize a regional-level SWD Forum during the 1st quarter of 2009 among 75-100 field office staff, center staff, concerned intermediaries from the NGO, PO, LGU; and, other stakeholders from the academe and business sectors on RA 9208 or the Anti-Trafficking in Persons Act to address the increasing number of trafficking cases in the country.

Step 3: Provide a specific title/name to the ACTIVITY(Column 3)

Example: 1st Quarter Region VII SWD Forum entitled "Call to Action to Stop Trafficking of Persons in the Visayas Area."

Step 4: Identify what organizational competency the activity is mostly reflective of. Indicate possible date and target venue

Step 5: Quantify and qualify target number of participants from:

1. **DSWD:** field office *including center-based and SWAD team members* as participants differentiated from number of staff as training managers, resource persons, and administrative support
2. **Intermediaries:** NGO, PO, LGU, NGA. Please specify target number and category of intermediaries (the LGU/NGO/NGA/PO, Academe being represented by the participants)
3. **Other Stakeholders:** academe/students, business, media, civic action volunteers. Please specify the names of stakeholders (name of organizations, academe, or groups). This portion should only be indicated in ID Plan.

Step 6: Define needed technical assistance (as resource persons, training managers, logistics, etc.) by specifying the name of the OBSU/person as well as the expected amount and source for resource augmentation needed to conduct the activity.

Step 7: Based on the objectives in Step 1, enumerate the EXPECTED OUTPUT, deliverables, and/or commitments as a result of the activity to be conducted.

Step 8: The Remarks under CB Plan should indicate notes and observation that will have significant bearing in the analysis of CB plan. For example, CB planned activity is based on TNA conducted

IDCB NARRATIVE ACCOMPLISHMENT REPORT
OBS / FIELD OFFICE _____
_____ Quarter, 20____

I. Summary of Accomplishments:

A. On Planned ID Activities for the Quarter

Table 1. Actual Accomplishment vs. Planned Targets

| Title of ID activities conducted/initiated | Targets (Quantity) | Actual (Quantity) | Remarks |
|--|--------------------|-------------------|---------|
| | | | |
| | | | |
| | | | |
| | | | |

B. On Planned CB Activities for the Quarter

Table 2. Actual Accomplishments vs. Planned Targets by Major Final Outputs

| Major Final Outputs | Targets (Quantity) | Actual (Quantity) |
|---|--------------------|-------------------|
| No. of CB trainings conducted: <ul style="list-style-type: none"> - for the FO - for intermediaries (LGU, NGO, NGA, PO) - for volunteers (BBP) - staff | | |
| No. of Trainees who completed the Training Programs (number of trainees) <ul style="list-style-type: none"> - LGUs - # of social workers vis-à-vis other para-professional - NGOs - # of workers vis-à-vis number of SP workers | | |
| No. of Trained Implementers (number of intermediaries represented by category e.g. 3 – QC, Makati, Pasig) : <ul style="list-style-type: none"> - LGU - NGO - NGA - PO | | |
| No. and List of Training Modules Utilized by FOs/intermediaries | | |
| No. of Intermediaries provided technical assistance along <ul style="list-style-type: none"> • training design and curriculum development - LGU, NGO, PO, NGA • capability building (as resource person, facilitator, etc) - LGU, NGO, PO, NGA | | |

Note: E-copies of training modules cited above should be sent to SWIDB.

Please briefly explain reasons for deviation from planned targets.

B.3 By Fund Source and Utilization per SWD Sector

Table 5. Distribution of Allocated/Utilized Funds by Sector and Source

| SWD Sector | Funds Allocated by Source | | Total | Funds Utilized by Source | | Total |
|-------------------------|---------------------------|----------|-------|--------------------------|----------|-------|
| | Internal | External | | Internal | External | |
| Children | | | | | | |
| Youth | | | | | | |
| Women | | | | | | |
| Older Persons | | | | | | |
| Persons with Disability | | | | | | |
| Family and Community | | | | | | |
| Displaced Population* | | | | | | |
| Others | | | | | | |
| Total | | | | | | |

*displaced due to natural and man-made disasters

II. Contributory Activities and Outputs on the Following Major Programs/Interventions/Strategies:

(Briefly cite the form of assistance/activity provided and the number of organizations/individuals; and the agreements/plans reached from the interaction/intervention.)

a) Bayanihang Bayan Program

Indicate the following

- # of volunteers deployed/mobilized
- # of MOA forged with voluntary organization

b) Social Welfare and Development Learning Network (SWDL-Net)

c) SWD Forum/Learning Forum

d) SWD Core Group of Specialists

e) Others (as deemed necessary)

III. Summary of IDCB Activity Outputs:

Please cite the focus or major IDCB activities conducted for this quarter. Briefly state the highlights as follow:

Table 1. Assessment Summary of IDCB Activities

| ACTIVITY TITLE | LESSONS LEARNED | AGREEMENTS / PLANS REACHED | FACILITATING FACTORS | PROBLEMS ENCOUNTERED | ACTION/S TAKEN |
|----------------|-----------------|----------------------------|----------------------|----------------------|----------------|
| A. ID Plan | | | | | |
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| B. CB Plan | | | | | |
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |

IV. Conclusion and Recommendation:

| Specific Area/s | Area/s for Improvement | Specific Recommendations | Next Action of Field Office |
|-----------------|------------------------|--------------------------|-----------------------------|
| | | | |

Prepared by:

IDU Head/OBS IDCB Focal Person

Reviewed by:

Division Chief

Approved by:

Instruction:

1. The hard form and the online template should be completely filled up by the IDU Focal Person of the FO or by the IDCB Focal Person of OBSUs and duly approved by the Regional /Bureau Director.
2. Please observe quarterly submission dates set on or before the 10th of January, April, July, and October.
3. IDU staff will be issued email account access to the IDCB website.
4. Online submissions posted in the IDCB website will have automatically generated acknowledgement. Should there be incomplete data, SWIDB will issue a memorandum to the concerned OBSU/FO for specific requirements.
5. Please ensure that consolidation of accomplishments cited in this report correspond with the data in the plan encoded information on Form A.

For Section I

Table 1- Actual Accomplishment vs. Planned Targets

1. Indicate the title of the ID activities. Types of activities were defined and enumerated in the General Reference of this template for your reference.
2. Indicate the target number of ID activities conducted vis-a-vis those that are planned.
3. Under Remarks column, state whether CO or FO initiated.

Table 2 – Actual Accomplishments vs. Planned targets by Major Final Outputs

1. Indicate the title of the CB activities conducted vis-a-vis the planned targets. Classify the CB activities according to types of participants. For intermediaries – LGU, NGO, NGA, PO, for volunteers and for staff
2. Indicate the number of trainees who completed the training activities and classify them accordingly as in #1. If LGU, state the number of Social Workers vis-a-vis other para-professionals. If NGOs, indicate the number of workers vis-a-vis Social Protection Workers
3. Report on the number of Trained Implementers (this refers to **number** by category represented e.g – LGU – 3(QC, Pasig, Makati)
4. Report on the number of intermediaries provided with technical assistance along training design and curriculum development and capability building. Indicate whether LGU, NGO, PO and NGA
5. Explain briefly the reasons for deviation on planned targets.

Table 3 –Distribution of Trained SWD Implementers

Indicate the number of intermediaries/agencies per organizational competency and the title of activities under each competency. Organizational Competencies are defined in the General Reference of this template for your reference.

Table 4 – List of Activities conducted in the Provinces by SWD sector

Indicate the activities conducted per province and check the corresponding sector that is being served by the activities.

Table 5 – Distribution of Allocated/Utilized Funds by Sector and Source

Report on the Funds utilized vis-a-vis allocated funds per sector.

Section II – Contributory Activities and Outputs on the Major Programs/Interventions/Strategies

Briefly cite the activity provided and the number of organizations, individuals, agreements/plans reached from the interaction.

- a. Bayanihang Bayan Program – report on the number of volunteers deployed/mobilized and the number of MOA forged with voluntary organization
- b. SWD L-Net

- c. SWD Forum/Learning Forum
- d. SWD Core Group of Specialists
- e. Others (this refers to intervention done by the field offices other than those enumerated)

Section III – Summary of IDCB Activity Outputs

Please cite the focus or major IDCB activities conducted for the quarter and state the highlights capturing the lessons learned and data gathered, agreements or plans reached, the facilitating factors that contributed the success of the activities, problems encountered and the actions taken addressing the problems reported.

Section IV – Conclusion and Recommendation

This section reflects the specific areas for improvement, recommendations reflecting to whom the recommendations are addressed and the action to be taken by the field office.

IDCB Participant's Evaluation Form

II. EVALUATION OF THE ACTIVITY

Legend: 1 = Poor; 2 = Fair; 3 = Good; 4 = Very Good; 5 = Excellent

| INDICATORS | 1 | 2 | 3 | 4 | 5 | COMMENTS & SUGGESTIONS |
|--|---|---|---|---|---|------------------------|
| 1. Relevance of the IDCB Program/Activity contents | | | | | | |
| 2. Appropriateness of IDCB Activity methodologies | | | | | | |
| 3. Effectiveness of Resource Persons / Speakers / Facilitators | | | | | | |
| 4. Efficiency of the IDCB Activity Management | | | | | | |

III. LESSONS LEARNED

1. Please briefly state the lessons learned and/or skills developed as a result of this IDCB activity (maximum of 100 words).

2. What will motivate you to integrate and re-echo your lessons learned? What will be the hindering factors for re-echoing and/or integrating these lessons into the current programs and functions of your unit/division/OBSU and organization?

3. From the lessons you have learned and skills you have developed please share at least three (3) re-entry activities for your organization.

| RE-ENTRY PLAN / ACTIVITIES | TIME-FRAME | TARGET SECTOR AND # OF PAX ¹ | Technical Assistance and Resource Augmentation NEEDED | EXPECTED OUTPUT | POTENTIAL RISKS | ALTERNATIVE PLAN TO MITIGATE POSSIBLE RISKS |
|----------------------------|------------|---|---|-----------------|-----------------|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |

Note: Re-entry plans per individual participant will be submitted to the respective heads of their units/divisions, OBSU and organization for monitoring and follow-up. For DSWD staff, these forms will be filed in your Personnel 201 File.

IV. Other Suggestion and Recommendation

What are your suggestions/recommendation if any, to improve further the conduct of this activity.

Consolidated Comments on the Enhanced IDCB Plan and Report Templates

| FOs/OBS | Areas of Concern | Particulars | Comments | Proposed Changes | Status |
|---|-------------------------|---|---|---|---------------|
| FO 11 (October 28, 2009) | General Reference | Advocacy on Behalf of Vulnerable Sectors – activities that... Example: Policy Fora , Social Marketing | Policy Fora is more of SWD Policy Development than Advocacy in Behalf of the Vulnerable Sectors. | Policy Fora should be lodged under SWD Policy Development | Considered |
| FO 12(October 30, 2009) | | Advocacy on Behalf of Vulnerable Sectors | This competency would refer to activities that champions the cause/s of the vulnerable, poor and disadvantaged groups as well as seeking support from various stakeholders. We suggest that the definition stated in this portion be transferred or added in the definition for direct service delivery (DSD) | | Considered |
| | | Organizational Competencies did not include Networking and Partnership | SWDL-net activities are usually placed under Networking and Partnership | Include Networking and Partnership | Considered |
| | | Under 1. Capability Building are: 1.1 Training 1.2 | Please clarify the difference between the two: Training under | | |

| | | | | | |
|--------------------|--|----------------------------------|--|---|------------|
| | who completed the Training programs (number of trainees) | | | | |
| | I. A&B I.B | | | To read as: "On Planned ID Activities for the quarter" If the template is for use of the OBSUs and FOs, why the number and list of training modules included in the templates? | Considered |
| FO 12 /FO 2 | Form A- IDCB Plan | Target Participants | | Please include legend for items under stakeholders; add the word "number" before target participants to ensure that this will not be filled up with check mark | Considered |
| | Form B – Summary of Accomplishment | A. On Planned ID for the quarter | If column 1 is the title of the ID activities, does the target and actual quantity refer to the number of participants of the said activity? | | Noted |
| FO IV-A | | | | To read as "On Planned ID Activities for the | |

| | | | | | |
|--------------|--|-------------------------------------|---|--|--------------------|
| | | | | Quarter | |
| | | | | If the template is for the use of the OBSUs and FOs, why the number and list of training modules developed to be filled up by SWIDB is included in the template? | |
| FO 12 | | B. On Planned CB for the quarter | Report on the internal staff and intermediaries should be separate since the internal staff will be handled by HRMDU while trainings for external, will be handled by IDU For trainings attended by both internal and external , where will this be categorized? | IDU report should not include anymore the trainings conducted for internal staff | Noted |
| | | No. of CB Trainings conducted – STP | Can the Field work /on the job training of social workers and the internship of Nurses and Caregivers considered one training program | | Not to be included |
| FO 2 | | No. of Trainings conducted by CO to | It should be emphasized per | | Considered |

| | | | | | |
|---------------|---|--|--|--|---|
| | | FO: | category not only the number to be considered with the filling up instruction | | |
| | | No. of Trainees who completed the Training Programs (number of trainees) | This should also be categorized according to the type of intermediaries – LGU, NGO, PO, Academe, Volunteers, etc | | Considered |
| FO NCR | | | | Omit 4 th and 5 th rows if items are to be filled up by SWIDB and no data is required from the field offices | Not considered. It has to retained even if the FOs do not necessarily have to fill up |
| FO 11 | B.1 By Organizational Competencies | Networking and Partnership was missed out or not included | | Networking and Partnership should be included as one of the organizational competencies. | Considered |
| FO 12 | | | | Organizational Competencies (OC) not CO | Considered |
| | B.1 Table 3: Distribution of Trained DSWD implementers in the region by organizational competencies | | The title Trained “DSWD implementers” is not consistent with what is indicated in the matrix (LGU, NGO, etc.) | DSWD to be changed to SWD | Considered |
| FO NCR | | | Clarify whether to | | Considered |

| | | | | | |
|--|--|---|--|---|---|
| | | Technical Assistance: training , mentoring, coaching.... | CB and Training under Technical Assistance | | |
| | | User of the Template/Consumer of the Report:SWIDB for external and HRMDS for internal and the IDUs of the Field Offices (?) | The paragraph is not clear on what the IDUs will handle. At FO XI, trainings for internal staff are already lodged with the HRMDU while trainings for external are lodged with the IDU | Since there is now a delineation of functions between HRMDU (internal) and IDU (external), reports should be separate. | Considered |
| | | | The IDCB Plan for internal staff should be separate from the external staff since these are done by different units at the FO level. | IDCB plan for internal staff will be submitted to the HRMDS while IDCB Plan for external staff (intermediaries) will be submitted to SWIDB. | Considered |
| | | Submission of IDCB Plan – The IDCB Plan of each OBS and FO for the succeeding year must be submitted to SWIDB and to HRMDS by Mid of November of the current year coinciding with the submission of Work and Financial Plan | The submission date is inconsistent with page 9 –VIII. Back End or IT Business Processing of the IDCB Plan Template#3 – Form A will have definite time period for filling up, such as, all IDCB Plan should be with SWIDB and HRMDS on the 1 st week of February. | February submission is much better since by this time, the different unit have already submitted their IDCB plans to the IDU. | Not considered as submission will have to coincide with the MFO submission. |

| | | | | | |
|----------------|--|---|--|--|------------|
| FO IV-B | Item #2 – Training and Development Needs Analysis | | | Delete the word “development” | Considered |
| FO 11 | | Procedure on How to Fill Up IDCB Plan and Report Template | <p>It would have been better if a matrix for Form A was attached . Since there was none, we could not imagine how big the column for SMART objective that will be formulated</p> <p>Step 5-#2 (Intermediaries) For IDCB Plan – its very hard to determine the names of targeted intermediaries to be invited. Moreover, during the reporting, its time consuming to list down all the intermediary – attendees of the activities</p> | <p>Simplify the target and actual by categorizing only as:</p> <p>–</p> <p>LGU NGO NGA Academe PO Others</p> | Considered |
| FO II | | | Form A-A no fill up instructions for column:planned interventions/strategies | Please include | Considered |

| | | | | | |
|---------------------|---|--|---|--|---|
| | | | b. Form A-A and A-B step 4 should be on how to fill up the organization competencies, date and venue should be moved to step 5 and step 5 should be moved to step 6 and so forth so the last step will be step 9 | | |
| FO IV-B/FO V | | | | Use participants instead "invitees" | Considered |
| | | Submission of IDCB Narrative Accomplishment Report for the Quarter, 2009 | IDCB Accomplishment Reports must be submitted on or before the last working day of the month of the quarter(1 st Quarter – March 31, 2 nd quarter – June 30, 3 rd quarter – Sept. 30, and 4 th quarter – December 15) | This is also inconsistent with the Fill Up instruction - Please observe quarterly submission dates set on or before the 10 th of January, April, July and October(This is more acceptable since data will still be collated). | Not considered will have to follow the new schedule to coincide with the submission of MFO. |
| FO V | Form B –IDCB Narrative Accomplishment Report: I.B. – Table 2 – on the no. of trainees | | | Recommend to specify the total number of trainees for activities conducted by CO, FO and Student Trainees | Considered |

| | | | | | |
|---------------|-------------------|---|--|--|--|
| | | | indicate actual number of pax or the number of intermediaries/agencies | | |
| FO 11 | B.2 By SWD Sector | List of Activities Conducted in the Provinces by SWD Sector | Does this include all activities conducted whether ID or CB? Not confined to trainings alone? | Please clarify | Noted |
| | | | For those which do not fall to any categories on Child/Youth, OP, etc. Training on Standard/Accreditation does this fall on others? If the training concerns 2 sectors, eg. OP, PWD should they divide equally? | | This will be dependent on the objectives of the activity to which it was designed for. |
| FO NCR | | | | To provide instruction on whether we will put a check to the target beneficiary or indicate the target number of participants or the number of participants. | Considered |
| FO CAR | IDCB Plan | | | Include Remarks as last Column | Considered |

| | | | | | |
|--------------|--|---|--|--|----------------|
| | | | Where to lodge symposia, dialogues and technical learning sessions | | Considered |
| | | Column for Planned Interventions/Strategies | | Change this column to Title of Activity | Considered |
| | | B. CB Plan | | Include the KRA as the 1 st column | Not considered |
| | | | | Add column for volunteers | Considered |
| | | | | Include the column on stakeholders as target pax and its sub-columns of Ac, Rel, BS, Med, Vol in the same form include legend for these sectors | Considered |
| FO IX | | | | Please explain the TARA as against the DSWD internal and external fund source | Considered |
| | | | | Other items are in placed | |
| FO IX | | A. Institutional Development | | In the operational definition of terms, the different key result areas were not included. It could have been better if these KRAs are defined same as the other terms. | Considered |
| | | | | The TARA as against the DSWD internal and | |

| | | | | | |
|----------------|--|----------|--|---|---|
| | | | | external fund source are confusing | |
| | | | | What is the meaning of REL | Considered |
| | | | | Other items are in placed | |
| FO 12 | | | | Add the word “number” before target participants | Considered |
| | II. Contributory Activities and Outputs... | f)ABSNET | Per comment on the IDCB 3 rd quarter report, ABSNET should be deleted since this is a concern of the Standards Bureau | Please clarify. | For discussion |
| FO NCR | | | | To clearly define the kind of learning forum to be reflected/included in this area. | For discussion |
| | | | | Suggest that the data be presented in a table form | Not considered, as it is in narrative form |
| FO V | C-1 – IDCB Participants Profile Form | | | Recommend that the content in the profile from being filled-up by the participants should be encoded and posted online within fifteen working days after the last day of the training | Not considered. It has to be encoded within this period considering that there are many other activities to be encoded. |
| FO IV-A | | | | To read as, “ For the participants: This form | Considered |

| | | | | | |
|---------------------|------------------------|--|--|--|--|
| | | | | should be completely filled up by the participants before she/he will be entitled to receive the Certificate of Attendance/Certificate of Participation | |
| FO V/FO IV-A | Evaluation of Activity | | | Add certificate of participation aside from certificate of attendance. How can we evaluate the details in the training management e.g venue, accommodation, food, individual, RP, handouts, etc.? | Considered Noted |
| | | | | Include Bureau/Service/Div./Org; If Non-DSWD participant type org. | Considered |
| | Re-entry | | | Make this as IDCB Form C-3 | Not considered. It is sufficient to be part of Form C-2. |
| AS | I. Rationale | | | Complete the abbreviated DSWD since it is in the beginning of the document and delete the words "be able" The second par. of | Considered |

| | | | | | |
|-----------------------|-------------------------|--|--|---|------------|
| | | | | rationale must be deleted as it is redundant | |
| SB | Operational Definitions | Letter A, Institutional Development and Capability Building Plan | | It should have been Institutional Development Plan only as in page 4 CB plan is mentioned | Considered |
| LS | | | | Most of the definitions of the terms used were taken from the internet or web-based. Please utilize the definitions given by or provided for in human resource management and development books and references, since they are more appropriate and reliable. | |
| ADMIN. Service | | Paragraph under this item | | Must be deleted and should be replaced by the next paragraph Succeeding items must be re-arranged as suggested | Considered |
| SB | | | | Suggest that a General Policies be enumerated in the preparation and submission of the IDCB Plan | Considered |
| LS | | | | Suggest that a portion on Legal Bases should be | Considered |

| | | | | | |
|---|--------------------------------------|---------------------------------|--|--|------------|
| | | | | included. It will serve as a legal framework for the proposed MC | |
| Office of the Undersecretary for PPG | On the subject title of the document | | | All should be in capital letters | Considered |
| | Rationale | 3 rd par. | Word “economy” is redundant since economy means “the efficient and effective use of resources” | Delete “economy” | Considered |
| | On the Definition of Terms | 3.1 Institutional Devt Plan | Delete “ refers to building organizational capacities” and ...” which will impact on the over....” Add “KRAs of each OBSUs”... “in building organizational capacities and competencies as stated in MC No. 23 s. 2003 | | Considered |
| | | 3.1.1 Institutional Development | Replace program to “Agenda” Add several key components to a formal, structured and sustained advancement of an agenda | | Considered |

| | | | | | |
|--|---|---|---|--|--|
| | | | <p>Replace the “activities could be” to “Interventions under this may include”</p> <p>Reflect the number of MC No. 13s. 2009 in open and close parentheses after the PREW definition</p> <p>Replace “projects/programs” to “field office”; add the “outputs” between assessing and operations, add processes after this.</p> <p>Replace “planning of the succeeding year of operation” to “policy and program enrichment, expansion, replication or termination, as the case may be (Op. Cit)</p> | | |
| | 3.1.2 Organizational Competencies | Definition of organizational competencies | Redefined Organizational Competencies as a “set | | |

| | | | | | |
|---------------|--|-----------------------------------|---|---|------------|
| | | | <p>of behaviors that encompasses values, skills, knowledge, abilities, and other attributes that, taken together, are critical to successful work accomplishment of the DSWD as an organization.</p> <p>Defined the different organizational competencies in the context of the reform agenda</p> | | |
| | 3.2.1 Capability Building | Definition of capability building | Refined capability building based on the Final Report – IDCB component of NSSWRDP August 2008 | - | Considered |
| | | | Include “Job Audit” as one of the terms to be defined. | | Considered |
| OTHERS | <ol style="list-style-type: none"> 1. If possible, a TWG representing all division/offices must be organized for the preparation of the draft IDCB report especially in providing the needed data from each unit (div) to capture all IDCB activities implemented by the various units/divisions/offices in the report. Said function should be incorporated in the performance target of concerned TWG members to ensure completion of task . The IDU will take charge of the finalization of the said document. (FO CARAGA) 2. All IDU heads must be oriented on the template for uniform interpretation of data needs | | | | |