

REGIONAL ADMINISTRATIVE ORDER

No. 0001

Series of 2021

SUBJECT: General Guidelines in the Preparation of Periodic Reports for Field Office IX

I. Rationale

Reports in the Department provide managers and stakeholders information which has been consolidated as a result of program implementation evaluation, research study, analysis of data, feedback and investigation of processes for standardization, and basis for decision-making process to effect policies, programs and services.

The Department of Social Welfare Development, as a 70 year old organization with decades of evolving programs contributing to the welfare of millions of Filipinos, is undoubtedly rich in data that can effect change of policies on Social Welfare and Development and Social Protection as it operates various programs on the vulnerable and marginalized sectors.

Field Office IX of the Department covers an area with almost 4 million people across Zamboanga Peninsula; three (3) large provinces of Zamboanga del Norte, Zamboanga del Sur and Zamboanga Sibugay; and five (5) cities of Dipolog, Dapitan, Pagadian, Zamboanga and Isabel. On an annual basis, the FO receive sections of the population that avail social welfare services in these areas for various assistance on health, education, cash grants, food, transportation, rehabilitation, and livelihood among others. With this array of services to the different sectors the entry of data and information provided in various program reports provide answers whether these programs and services in the FO are meeting its objectives and are efficiently utilizing public funds.

In line with the reporting system of the Department, the Harmonized Planning, Monitoring and Evaluation System (HPMES) currently being operationalized by the Field Office, the Monitoring and Evaluation Unit of the Policy Development and Planning Section crafted this guide as a start – up to help program focal persons in designing and preparing periodic reports. This is also in response to the need to organize how to communicate **program results** to decision-makers for immediate action and intervention, and to help program implementers communicate accomplishments with accuracy.

This Regional Administrative Order was crafted to provide the FO a policy towards establishing standards on preparation of reports. This will help organize the flow of data, processed data and information for decision-making purposes.

II. Objective

This document intends to provide program focal persons and program implementers of the different FO Units a “guide” to craft, design, and prepare periodic reports required to

communicate RESULTS for timely management decision-making process. This will also provide them the required content of means of verification (MOVs) for easy consolidation and processing of information. The primary goal is to establish the necessary contents of periodic reports.

Before proceeding, you may want to review some of the policies of the Department below in relation to the objective of this document. (They can be found in this link <https://www.dswd.gov.ph/issuances/#AOs>)

III. Legal Basis

Administrative Order No. 1 Series of 2018 Functional Structure of DSWD Field Offices

Administrative Order No. 10 Series of 2018 Adopting the DSWD Strategic Plan 2018-2022

Administrative Order No. 23 Series of 2018 the DSWD Strategic Performance Management System

Administrative Order No. 8 Series of 2019 Guidelines for the Harmonized Planning, Monitoring and Evaluation System

Administrative Order No. 5 Series of 2020 Adoption of PGS Pathways, DSWD Strategy Map and DSWD Governance Scorecards

Memorandum Circular No. 21 Series of 2012 Enhanced Guidelines on the Code of Conduct for Personnel of the Department of Social Welfare and Development

Memorandum Circular No. 4 Series of 2014 Guidelines in the Operationalization of the Unified Results-Based Monitoring and Evaluation System

Memorandum Circular No. 22 Series of 2009 DSWD Monitoring and Evaluation (M & E) Framework

IV. Scope

This document shall cover accomplishment reports submitted to the Monitoring and Evaluation Unit of the Policy and Plans Division. The statistical accomplishment reports using the enhanced Harmonized Planning, Monitoring and Evaluation System (HPMES) Form 4 B Statistical Report, Pertinent Information for Centers (PIC) forms, Congressional Report of PAPs Per District of Region IX have their respective templates are submitted separately.

The accomplishment reports are in narrative form with explanation of the trends and seasons of its statistical data. It shall detail how program objectives are met through the consolidated activities conducted, utilization of budgetary requirements, and the execution of steering measures and plans. Content wise, the report shall contain commitments and

results in the different strategic initiatives of the Department from the DSWD Strategic Plans, Office Performance, Key Results Areas or Outputs per FO Unit (Terms of Reference), Thrusts and Priorities, Secretary's Directives and other programs and services.

The following portion of this document highlights the general idea on preparation of reports in the FO. This also provides the template for the accomplishment reports.

V. Guideline in the Preparation of Report

A. How do you do your reports?

Before crafting, designing or preparing reports on a specific period, there are tools, references, and points to consider. PDPS has noted how program implementers should put weight on substance and form in the preparation of reports. These have been accounted for from previous management meetings, performance reviews and other technical assistance sessions. To begin, consider asking your team:

- a) **Do you take note of the objectives and goals of the program (strategic initiatives, thrusts and priorities, directives, and etc.)?** It is important that content of reports reflect the different objectives, goals and results of program implementation of the different initiatives and directives of the Department. It should be aligned with the current strategies and plans.
- b) **Do you have any guidelines and standard templates to begin with?** If there is an existing template provided by the DSWD CO - OBS, the FO Unit should comply with the template. However, the basis of this guideline is the minimum general requirements of the reports routinely submitted by the different programs and services of the Department. Therefore, this document should apply.
- c) **Do you have a data collection plan or tools /monitoring and evaluation plan?** Collection tools determine what information is needed to be communicated to the Management. Program implementers should be aware what these tools are. A more specific example of a data collection tool are intake sheets, assessment forms, client satisfaction survey forms among others. Gender and Development Plan, Monitoring and Evaluation Plan, Sectoral Plan, Work and Financial Plan are also examples.
- d) **Do you have the resources (references, formulas, etc. to help you with processing information)?** Program implementers should be knowledgeable about their programs and services. That is a fact. However, in drafting and writing reports, supporting data and information from reliable sources also help in coming up with the most concise and straightforward results that deliver. This is to minimize possible self-interpretation of information or

biases. There may be aspects of the program implementation, which need more attention and have bearing in the program's objectives, that may be ignored. With this, guidelines through Administrative Orders, Memorandum Circulars, Secretary's Directives, Executive Orders, etc. are available.

- e) **Do you have a communication plan?** Communication plans allow program implementers develop or adopt their reporting media. Also, with a communication plan, they can identify the types of reporting formats that will be appropriate with their intended audience. For this Regional Administrative Order, the FO shall adopt Full or Final Reports format, Executive Summaries, Interim Reports, and other similar reports following the template found in this document.
- f) **Do you include your performance commitments/ contributions?** Key contributions or performance indicators in the Office Performance Contract, DSWD Strategic Plan, Secretary's Directives and other Department initiatives applicable to the FO should be reflected in the report. This is to monitor whether objectives and targets are being met while considering the potential of the program being implemented.
- g) **Do you consider who will be reading your reports?** Reports preparation involve those who will be reading your draft and interim reports. The Executive members of the management, in particular, require reports that are brief and straightforward. Stakeholders and partner agencies may need detailed accomplishments and may vary depending upon request. To lessen worries on the content, report writers should see to it that key results areas or program commitments are guideposts.

As to the design and presentation, the last question above is very important. When considering the audience of your report, ensure that information (results) is immediately captured, graphical presentations are easily readable and correct, and information in the report is useful for decision-making process.

B. What do we get from reports?

- **INFORMATION** that we get from reports, which are processed, organized or classified, should be USEFUL to the receiver (or end-user) especially to decision makers.
- Receiver takes actions and decisions based on the information they receive from reports.

- Collected data must be processed to get meaning out of it and this meaning is obtained through that information.

C. How is information useful and meaningful?

- **TIMELY** – available anytime when required, a delay in obtaining it renders it useless.
- **ACCURATE** – accuracy has large impact on decision-making. Minimize errors.
- **COMPLETE** – incomplete information causes incorrect and unintended results.
- **COMPREHENSIVE** – when it is not comprehensive the report becomes a case of information failure.

D. Reports should focus on:

RESULTS

- Actual accomplishments refer to what has been committed in the performance contract with emphasis on the outputs, outcomes and impacts (DSWD Strategic Plan).
- Consider what is directly felt by beneficiaries as a result of interventions (e.g. Reduction in queuing time when applying for CIU assistance, increase in the number of children attending school, increase of compliant Service Providers, etc.)
- Progress in the achievement of goals and objectives and where they are expected to lead.
- Satisfaction level of clients for the different services provided.
- Analysis of data should be done as basis of discussion and interpretation.
- Answers whether the program objectives are being met.

DATA ACCURACY

- Information should be objectively (quantitatively/ qualitatively) verifiable.
- Cite evaluation studies, researches and other references.
- Data/values presented in reports submitted should coincide with reports submitted on the same period (ex: values presented in the 1st Semester in the HPMES should coincide with the data reported in the 1st Semester OPCR).
- Provide the date of accomplished data.
- Should there be any variances, acceptable variances should be (+/-) 3 to 5%.

- Data must be processed to provide the needed information. Therefore, it is the task of the project implementer/ report writer to analyze data using any available statistical tools.

As to **FORM**

- Report should be simple, concise and direct to the point. Avoid lengthily (unnecessary) paragraphs.
- Avoid adjectives/ jargons
- Use appropriate charts, tables, info graphics, and visualizations to clearly illustrate trends and patterns (if any).
- Avoid too many tables. Provide an attachment (Annex) if possible.
- Abbreviations should be minimized or spelled out at first instance of using it. Subsequent use may be allowed.

E. General Format

- **Title** – should be specific to the program or services in the FO (Ex: Client Satisfaction Measurement Report of SWADT Dipolog CY 2021 1st Quarter, Supplementary Feeding Program Report CY 2021 1st Semester, NHTS CY 2021 2ND Quarter Accomplishment Report, KC-NCDDP Executive Summary Report CY 2021 3rd Quarter). The recommended formula for writing a title shall be: **Program + Period + “Report”**.
- **Introduction** – should be brief and straight to the point discussing the content of the report. It is not necessary to write down the introduction of the program as expected readers are already knowledgeable about it unless the report is requested by external parties such as the FOs partner agencies. Introductions are challenging in that it should reflect the message of the report. Introductions may include the summary of results that need immediate action from the management. Details of accomplishments should follow below.
- **Accomplishments** (Physical and Financial – Disbursements) – presents the actual physical and financial accomplishments (or results) committed for the current period. This refers to the body of the report. Included are graphical presentations of accomplishments, interpretation or analysis of time series data (if applicable, should indicate the reason on trends, seasons, cycles and irregularities), comparative analysis of current and past accomplishments, reasons or justifications of variances/ deviations from target, changes or adjustments of targets, or those accomplishments that pertain to effects of interventions to clients (or communities). Accomplishments must be output and/or outcome based, NOT activity based. FO reports are discouraged to report only the activities conducted as they do not provide information as to whether the program is working. Activities are only input level. Reports should provide RESULTS of intervention. With this, the content should show outputs

of activities conducted (ex: number of CIU beneficiaries who availed burial assistance, number of clients who rated FO services as good or better, number of clients) and data should be processed into information (e.g. reports should show interpretation of data that can subsequently be used for decision-making).

Accomplishments (should also include):

1. Services Provided
 2. Disaggregation of data:
 - By Sex
 - Sectors (Children, PWD, Elderly, Youth, Solo Parents) – with age disaggregation.
 - IPs
 3. Computation of the number of days of completion of service (if applicable) as in the case of ALOS for Centers and Institution, provision of relief assistance (Disaster), etc.
- **Good Practices** – activities or initiatives at the FO level that may help accelerate or improve operations/ existing systems.
 - **Issues/ Concerns** – those that need management intervention and are focused on project implementation. FO reports are discouraged to put issues and concerns that are manageable in the office level.
 - **Action Plan/ Ways Forward** – activities that must be conducted to address backlogs or strategies that will help achieve program objectives. This should be specific. Plans should state the title of the activity, objectives, target participants, target date, responsible staff and venue.
 - **Attachments** (Photo documentation, matrices, lists, forms, etc.) – annexes or attachments for reference.

NOTE

- No submission of report/data in between schedules. When a request is made for submission (between periods of cut-off/schedule), only the available data of the recent period completed should be reflected on the report (unless specifically required to monitor updates on progress). If an office requires an updated (most recent data beyond the cut-off date as per HPMES schedule), the date of the data consolidated should be included.
- The schedule of submission should be observed by all programs/units in the FO and is true to all reports – following the new reporting system (HPMES) being implemented by the Department. This will facilitate accurate

data/information between the Field Office, NPMO, Bureaus, Offices (CO) and PDPB. Thus, reducing inconsistencies.

- Coordination and communication lines should be maintained between FO focal persons and Central Office counterpart.
- Field Office periodic reports (soft copy and hard copy approved by the Regional Director) must be submitted to the Monitoring and Evaluation Unit of the Policy and Plans Division. This is also to facilitate monitoring of submissions for the Inventory of Reportorial Requirements.
- Incomplete reports will be returned to respective Division/Section/Unit or program for updating or revisions.

F. Submission of Reports

- All concerned Division/Section/Unit/Programs are required to follow the HPMS schedule of reportorial requirements. Only approved copies shall be accepted and counted for performance monitoring purposes. Electronic copies (approved) are highly encouraged to minimize paper wastage.
- All reports shall be submitted to the Monitoring and Evaluation Unit, Policy Development and Planning Section, Policy and Plans Division.
- It is the prerogative of the Division/Section/Unit/Program under **Support Services** to submit either a consolidated (ex: HRDD quarterly report includes all the section accomplishments) or by program/services as in the case of Protective Services Division (eg. ARRS, RRPTP, SWATO, Centers and Institution submits their individual program accomplishments).
- Centers and Institutions are required to attach PIC forms 1 and 3b on a quarterly basis.
- For FMD, a separate template (data collection tool) shall be provided culled out from the HPMS Form 5A.

G. Schedule of Submissions

This is to provide all FO Units the schedule of the Quarterly Statistical/ Narrative Accomplishment Report/s for the year as per Administrative Order No. 8 series of 2019 or the Harmonized Planning, Monitoring and Evaluation System (HPMES) implementation and as compliance of accountable persons o MC No. 12 series of 2012 or the Enhanced Guidelines on the Code of Conduct of Personnel of the Department of Social Welfare and Development under IV Norms of Behavior no. 2 Fidelity to Duty letters c., j., and p.

REPORT	HPMES FORM	Deadline	Field Office Operating Units Responsible and Submission Flow	
			From	To
Quarterly Accomplishment Report <i>Note: Cut-off date of data is last day of the last month of the quarter.</i>	HPMES Form 4 B/ Narrative Reports	5 th day of the 1st month of the succeeding quarter.	Regional Programs, Divisions, Sections and other FO Units	Monitoring and Evaluation Unit Policy and Plans Division
Quarterly Accomplishment Report <i>Note: Cut-off date of data is last day of the last month of the quarter.</i>	HPMES Form 4 B/ Narrative Reports	10 th day of the 1st month of the succeeding quarter.	Regional Programs, Divisions, Sections and other FO Units	Central Office OBS
Client Satisfaction Measurement (CSM) for SWADTs, CIU and other units implementing CSM as per ARTA and EODB compliance	CSM Summary Report Template	5 th day of the 1st month of the succeeding quarter.	Regional Programs, Divisions, Sections and other FO Units	Monitoring and Evaluation Unit Policy and Plans Division
Enhanced Pertinent Information for Centers and institutions	PIC Forms	5 th day of the 1st month of the succeeding quarter.	Regional Programs, Divisions, Sections and other FO Units	Monitoring and Evaluation Unit Policy and Plans Division
Enhanced Pertinent Information for Centers and institutions	PIC Forms	10 th day of the 1st month of the succeeding quarter.	Regional Programs, Divisions, Sections and other FO Units	Central Office OBS

Relative to the submission of Statistical Accomplishment Report/s, kindly include inputs to the following:

1. Sex disaggregation of data for applicable performance indicators (esp. programs under E-AICS, Social Pension, RRPTP, ARRS, Centers and Institution, Sama Bajau Program, and programs catering to the different sectors).
2. Regional disaggregation.
3. Reasons for variance and steering measures, especially for performance indicators having accomplishments which significantly deviate from targets.
4. Financial Accomplishments indicating the quarterly performance (utilization).
All financial accomplishments reflected in the periodic report should be validated and should coincide with the utilization report of the Financial Management Division.
5. Major program developments in line with existing Department strategic plans, directives and initiatives.

VI. Effectivity

This Regional Administrative Order shall take effect immediately and copies of this order shall be disseminated to all concerned offices in the Field Office.

Issued this 19th day of August 2021 in Zamboanga City, Philippines.


ATTY. SITTIE RAIFAH M. PAMALOY-HASSAN

 OIC – Regional Director

Recommended: Charts

LINE CHART

Line charts are used to display quantitative values over a continuous interval or time period.

WHEN TO USE:

The line chart is useful for **PRESENTING HISTORICAL** or **TIME SERIES DATA**.

It is effective in showing the **MOVEMENT OF A SERIES** over time, rather than the magnitude.

It is appropriate to use when **COMPARING TWO OR MORE TIME SERIES DATA**.



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DATA PRESENTATION 101

LINE CHART

USE THE RIGHT RATIO AND SPACING

Figure 2. Gold Production in the Philippines:
1991 to 2000

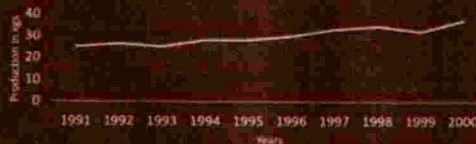


Figure 2. Gold Production in
the Philippines:
1991 to 2000

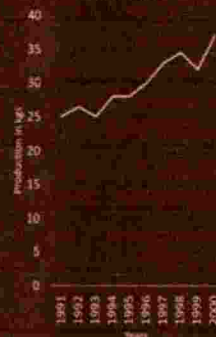


Figure 2. Gold Production in the Philippines: 1991 to 2000



SPACING of the units must remain **CONSTANT**.

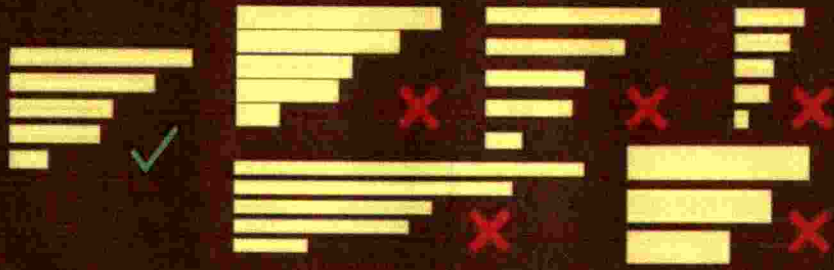
RATIO of the height to width should be **2:3** or **3:4**.



DATA PRESENTATION 101


HORIZONTAL BAR CHART

SPACE BARS APPROPRIATELY




SPACES in between bars may be **ONE-FIFTH** to **ONE-HALF** OF THE WIDTH.
BARS should **NOT** be **TOO WIDE**, **NARROW**, **LONG** or **SHORT**.

ARRANGE THE BARS ACCORDING TO MAGNITUDE WHEN NECESSARY



ARRANGE the bars in **DECREASING** or **INCREASING LENGTH** to facilitate comparisons.
RETAIN the natural ordering if the categorical variable is a **SCALE**.



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DATA PRESENTATION 101

LINE CHART

USE HORIZONTAL GRIDLINES WHEN NECESSARY



GRIDLINES must appear **LIGHTER** than the curves.

HIGHLIGHT JUST ONE OR TWO IMPORTANT TIME SERIES



Do not put too **MANY CURVES**; curves overlap and points become unreadable.
AVOID putting **CURVE LEGENDS**.



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DATA PRESENTATION 101

COLUMN BAR CHART

Column charts display vertical bars going across the chart horizontally.

WHEN TO USE:

It is used to **COMPARE** amounts in a **TIME SERIES DATA**.

It is used to **EMPHASIZE** the **MAGNITUDE** rather than the movement of a time series.



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DATA PRESENTATION 101

COLUMN BAR CHART

USE CONSISTENT COLORS



Do not use **MORE THAN ONE COLOR** for a single time series.

Do not use **WAVY, CRUDE, OR WEIRD PATTERNS** which can create an optical illusion.

SPACE BARS EQUALLY



The gap between bars is preferably $\frac{1}{4}$ of the width of the column.

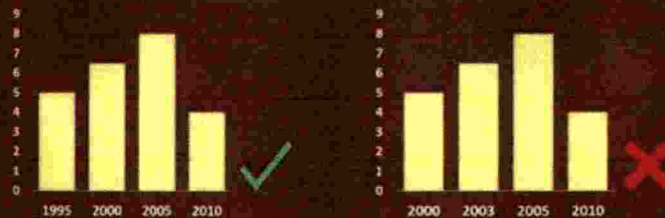


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DATA PRESENTATION 101

COLUMN BAR CHART

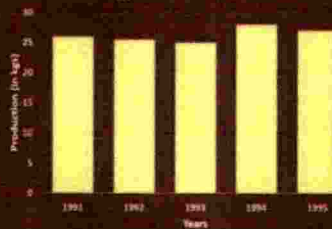
INCLUDE ZERO ON THE Y-AXIS



Do not use if the **TIME INTERVALS** between period are different.
Not appropriate for **CATEGORICAL DATA**.

LABEL EVERYTHING

example: **FIGURE No.1. Gold Production in the Philippines: 1991 to 1995**



Each chart should have its own figure title which gives the **NATURE, CLASSIFICATION, PLACE AND PERIOD OF THE DATA**.

Arrange the columns **CHRONOLOGICALLY**.

Provide a **SCALE LABEL** on the vertical axis.



DATA PRESENTATION 101

HORIZONTAL BAR CHART

Horizontal charts arrange bars horizontally to show the magnitude of categorical data.

WHEN TO USE:

When comparing **MAGNITUDES OF DIFFERENT CATEGORIES** of a qualitative variable (simple bar chart).

When comparing between **TWO OR MORE DATASETS**, sorted using the same set of categories (grouped bar chart).

When we aim to **DETERMINE SEVERAL COMPONENTS** in each category (subdivided bar chart).

Good for **DISPLAYING MANY CATEGORIES AND LABELS** along y-axis.



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DATA PRESENTATION 101

HORIZONTAL BAR CHART

PLACE THE 'OTHERS' IN THE FIRST OR LAST CATEGORY

USE DIFFERENT COLORS AND SHADINGS
FOR GROUPED OR SUBDIVIDED CHARTS



Do not apply WAVY and WEIRD PATTERNS.

PUT THE NUMERIC SCALE ON THE X-AXIS



Provide a LABEL below the x-axis.

DO NOT put a BREAK MARK on the x-axis.



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DATA PRESENTATION 101

PIE CHART

The pie chart is useful for data sorted into categories for a specific time period.

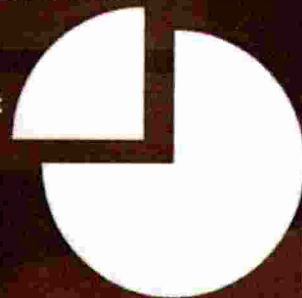
WHEN TO USE:

The purpose is to **SHOW THE COMPONENT PARTS** with respect to the total in terms of the percentage distribution.

Each section or slice indicates the **PROPORTION** of each component or category.

When the categories are **MUTUALLY EXCLUSIVE** and **NON-OVERLAPPING**.

The total of all the sections of the pie chart should be **100%**.



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DATA PRESENTATION 101

PIE CHART

ARRANGE THE COMPONENTS ACCORDING TO MAGNITUDE



Plot the **BIGGEST SLICE** at 12 O'CLOCK.
Put the '**OTHERS**' category in the **LAST SECTION**.

USE DIFFERENT COLORS, SHADINGS, OR PATTERNS IN EACH SECTION



Do not use **3D** or **BLOW APART** EFFECTS.
Have **TWO TO SIX CATEGORIES** only.



DATA PRESENTATION 101