

SUCCESS STORY

LGU Basey's Receptive Co-Implementer: Enriching SWD Programs and Services

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CONTEXT AND PROGRAM BACKGROUND

The Municipal Social Welfare and Development Office (MSWDO) is the heart of the Local Government Unit (LGU) of Basey, Samar whose primary mandate is to uplift the well-being of the poor, marginalized, and vulnerable sectors as enshrined by the R.A 7160 or the Local Government Code of the Philippines.

The Local Government of Basey through the Local Social Welfare and Development is always receptive to innovation to become more strategic and responsive in so far as the service delivery is concerned. The office has employed several models of intervention such as case management, community development, social action, and participatory community empowerment to intervene in social problems involving social injustice, economic hardship, political humiliation, and the inter-generational cycle of poverty.

Despite the limitation due to the low absorptive capacity of the office attributed to a lack of manpower and equipment, limited office space (*no counseling room for confidential cases, no breastfeeding rooms, no partitions, limited space for incoming clients seeking assistance*), low computer literacy skills with limited IT equipment that deter an optimum provision of social services. The head of MSWDO, Ms. Welma Bacayo- Sacres has sought technical assistance and also sustained her active involvement in the Executive and Legislative activities to lobby and ensure sufficient allocation for the office's administrative and operational functions and creation of plantilla positions for its staffing.

TESTIMONIAL

The Service Delivery Capacity Assessment Tool served as a guide for the MSWDO on how to navigate the whole operation of the office.

"The SDCA Tool plays a critical role in the improvement of our overall operations and is our guide in the operations of our office in delivering social services to the clients. It also complements all the necessary documents which can be used for the SGLG

and CFLGA assessment of DILG. It has paved the way in catering to more clients with ease and comfort as we have competent and highly technical staff, sufficient funds, and a physical structure that can foster confidentiality and provide dignified assistance.”

LESSONS LEARNED

With the collaborative technical assistance provided by the different divisions, units, sections, programs, and TARA Focal of DSWD Field Office VIII particularly on the compliance of the Devolution Transition Plan (DTP) emphasizing the standard organizational structure of the office, Disaster Risk Reduction Management Training, assistance in the accreditation of 1 Social Worker managing court-related cases, Pre-marriage Counseling Team, and Day Care Centers & Workers has catapulted the office to gain level 3 from Level 2 status in the Service Delivery Capacity Assessment conducted last 2022. The significant improvements worth noting are discussed and highlighted below:



MSWDO Staff together with DSWD FO VIII Personnel during one collaborative activity in the municipality

ORGANIZATIONAL STRUCTURE

The MSWDO has successfully requested and created four (4) plantilla positions to augment the human resources with a total number of seven (7) social workers who are performing highly technical tasks in the delivery of social welfare programs and services and Five (5) Administrative employees to assist the clerical and logistical functions of the office.

Further, the office caters to a wide array of services to intervene in the economic and psycho-social needs of disadvantaged children, youths, persons with Disabilities, the elderly, families, communities, and special groups.

The huge support of the LGU to the office has increased the motivation of the MSWDO staff to discharge its social welfare functions towards a satisfying life for its varied clients. For Fiscal Year 2023, the office allocates a total fund of Php 14, 581, 643.72 from Php 9,000,000.00 to perform its administrative and operational functions in the municipality.



The organizational structure of the MSWDO Office, Basey, Samar

PHYSICAL STRUCTURES

Seeing the high demand for implementing social protection programs and services, the LCE has expanded the MSWDO office space that includes a client's receiving area with a comfortable sala set, social services office, counseling room, and a breastfeeding area. It also has separate facilities for the staff of Pantawid Pamilya Pilipino Programs (4Ps), Sustainable Livelihood Program (SLP) and KALAHAI CIDSS.

Further, the office established a Senior Citizens Building and Persons with Disabilities Affairs Office Building to ensure the participation of vulnerable sectors in the decision-making activities and provision of services.



MSWDO's spacious receiving area for clients

PROGRAMS AND SERVICES

The MSWDO works closely with the DSWD Field Office VIII to ask for technical assistance to ensure the SWD implementation following the standards of the following retained and devolved programs and services for various sectors, to wit: a. Family - Disaster Risk Reduction; b. Women - Issuance of Solo Parents ID and Case Management of WEDC; c. Children - Child Development Program, Case Management on CEDC, and Supplementary Feeding Program; d. Youth - Unlad Kabataan Program (Pag-asa Youths Associations of the Philippines (PYAP), Scholarship Program for the Youths, ALAY LAKAD Scholarship, and Issuance of PYAP ID; e. Persons with Disabilities - Issuance of PWD ID, Provision of Assistive Device, Advocacy Campaign on Magna Carta of PWD, and Training on Early Detection and Prevention of Disabilities; and f. Older Persons - Localized Pension Program, Provision of Senior Citizens ID, and Provision of Assistive Devices.

Moreover, the MSWDO has a sufficient allocation or more than the required percentage in the implementation of Assistance to Individuals in Crisis Situation (AICS) to respond to the financial burden of clients involving food, medical, educational, transportation and funeral concerns. The program is implemented through outright cash to provide the immediate needs of the clients.



Mr. Leo Nito Caliba, SWO II and Head of Social Technology Unit of DSWD FO VIII during TA session with MSWDO Personnel

SENSITIVITY TO THE NEEDS OF VULNERABLE SECTORS

The MSWDO Basey ensures its coordination with other departments of the LGU headed by the Local Chief Executive to come up with collaborative efforts toward the implementation of social welfare programs and services. The office interfaces with the Local Disaster Risk Reduction and Management Office (LDRRMO) during the disaster to provide social protection intervention for disaster-stricken individuals, groups, families and communities. This is done through the provision of relief goods, psycho-social supports and child/women-friendly spaces.

Further, the MSWDO sustains its active involvement in planning and budgeting to ensure the social protection of various sectors. The office is the lead department in the formulation of the Local Council for the Protection of Children (LCPC) Plan and Gender and Development (GAD) Plan which both documents are incorporated in the Comprehensive Development Plan (CDP) of the LGU toward the attainment of its Vision.

These efforts have brought the MSWDO to victorious recognition because of having been awarded the Child- Friendly Local Governance Audit (CFLGA) and Seal of Good Local Governance (SGLG) for three consecutive years. Consequently, these accolades have made the LGU enjoy National Funded Projects such as Sanitary Landfill, Sea Wall and Balay Silangan.

The office also gains credibility in performing Case Management and Pre-Marriage Counseling because it creates a Pool of Accredited Counselors and Social Workers handling court cases. Currently, the office has endeavored for the accreditation of its Child Development Centers and Workers to obtain quality services to its Child Development Programs.

Lastly, the achievements and the accomplishments of MSWDO Basey Samar are made possible by the strong support of the different offices in the LGU headed by the Local Chief Executive with close coordination of Field Office VIII.

REFERENCE

MSWDO Welma Bacayo- Sacres, LGU Basey

PHOTOGRAPHS



MSWDO Staff together with DSWD FO VIII Personnel during one collaborative activity in the municipality



The organizational structure of the MSWD Office, Basey, Samar



MSWDO's spacious receiving area for clients



Mr. Leo Nito Caliba, SWO II and Head of Social Technology Unit of DSWD FO VIII during TA session with MSWDO Personnel

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