

MEMORANDUM

TO : ASSISTANT REGIONAL DIRECTOR FOR OPERATIONS
ASSISTANT REGIONAL DIRECTOR FOR ADMINISTRATION
DIVISION CHIEFS

ATTENTION : KNOWLEDGE MANAGEMENT TEAM

FROM : THE REGIONAL DIRECTOR

SUBJECT : ACKNOWLEDGEMENT AND COMMENDATION OF 2023
DOCUMENTED KNOWLEDGE PRODUCTS

DATE : 03 JANUARY 2024

This is to acknowledge and commend the Pantawid Pamilyang Pilipino Program Management Division for their Knowledge Products (KP) entitled ***“Building a Stronger Network of 4Ps Parent Leaders in Catarman, Northern Samar”*** and ***“Cash Card Transactions Online: Getting on the Digitization of Cash Card Updating”***, which we submitted to the Social Welfare Institutional Development Bureau (SWIDB) via Technical Assistance Portal.

As per SWIDB Memorandum on the review of the submitted GPDs, said KP’s were classified as potential Good Practice Documentations as these two met the standards set in all criteria’s in identifying good practices consistent to the Administrative Order No. 5, series of 2016.

PPMDs ***“Building a Stronger Network of 4Ps Parent Leaders in Catarman, Northern Samar”*** documentation showcases how Field Office VIII created an incentive scheme and conducted series of capacity-building activities to compensate and equip parent leaders who are doing program tasks in Catarman, Northern Samar.

Moreover, ***“Cash Card Transactions Online: Getting on the Digitization of Cash Card Updating”*** is a documentation on how FO8 addressed the issues on the submission of cash card transactions in the Municipal Operations Offices, the low success rate of the referred requests due to lacking attachments, and the prolonged processing time of all cash card transactions due to the magnitude of errors in the requests. Using Cash Card Transactions Online (CCT On), an online-based innovative platform designed to digitalize and improve the traditional process of cash card updating, the LGUs were able to view the progress of their submitted cash card requests and detect data errors.

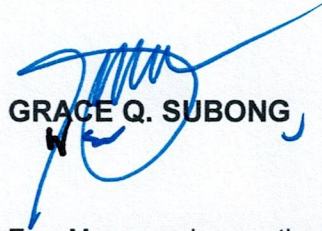
Further, a Success Story of the Local Government Unit of Basey, Samar entitled ***“LGU Basey’s Receptive Co-Implementer: Enriching SWD Programs and Services”*** was also endorsed to the Bureau and reviewed as an official Knowledge Product. It showcases the collaborative technical assistance provided by the different offices in the Region that resulted in the successful discussion of the Devolution Transition Plan and Disaster Risk Reduction Management Training.

Meanwhile, we also recognize the Regional Information and Communications Technology Management Section’s ***“Integrated Data Management System: Digital Transformation of DSWD Field Office VIII”*** documentation. This KP was developed last October 2022 and

awarded as the Best Knowledge Management Initiative for the 2023 Regional PRAISE Awards.

Lastly, we encourage other offices or divisions to document their initiatives that have shown effective results in addressing specific issues or have greatly contributed to the Department's resiliency within and outside the organization so that we could endorse it to SWIDB upon deliberation by the Regional Knowledge Management Team. GPD is the department's strategy in providing learning opportunities for its staff as well as its partners and intermediaries to reflect on what works and what unique approaches to adopt to constantly improve service delivery and ensure organizational excellence.

For information.



GRACE Q. SUBONG

Enc. Memorandum on the Review of the Submitted Knowledge Products

DRN:SWIDB-A-COMM-23-12-22030-S

MEMORANDUM

FOR : **DIRECTOR GRACE Q. SUBONG**
DSWD Field Office VIII

FROM : **THE DIRECTOR IV**
Social Welfare Institutional Development Bureau

SUBJECT : **REVIEW OF THE SUBMITTED KNOWLEDGE PRODUCT**

DATE : **27 DECEMBER 2023**

The Bureau respectfully endorses the attached review of the shared good practice documentation (GPD) entitled "Cash Card Transactions Online: Getting on the Digitalization of Cash Card Updating".

The Bureau commends the Field Office VIII for meeting the standards set under the Administrative Order 05, series of 2016 or the Good Practice Documentation Guidelines. The Bureau will package the said submission for the approval of the Undersecretary for Standards and Capacity Building Group. Once approved by the Cluster Head, the Bureau shall post the GPD in the KM Portal.

For any inquiry or clarification, you may reach Mr. Daniel D. Alejandre through his email at ddalejandre@dswd.gov.ph.

Thank you.


ATTY. JUSTIN CAESAR ANTHONY D. BATOCABE

Department of Social Welfare and Development
Social Welfare Institutional Development Bureau
Knowledge Management Division

**Inputs and Recommendations on
Good Practice Documentation**

KP TRACKING NO :	20230124
DATE REVIEWED :	27 December 2023
TITLE :	Cash Card Transactions Online: Getting on the Digitalization of Cash Card Updating
OFFICE :	Field Office VIII
CLASSIFICATION :	Good Practice Documentation
SUMMARY :	The documentation showcases how Field Office VIII addressed the issues on the submission of cash card transactions in the Municipal Operations Offices, the low success rate of the referred requests due to lacking attachments, and the prolonged processing time of all cash card transactions due to the magnitude of errors in the requests. Using Cash Card Transactions Online (CCT On), an online-based innovative platform designed to digitalize and improve the traditional process of cash card updating, the local government units were able to view the progress of their submitted cash card requests and detect data errors from the requests.

I. RATING ACCORDING TO CRITERIA IN IDENTIFYING GOOD PRACTICES

CRITERIA		RATING	REMARK
Innovativeness	The practice challenges or reinvents the usual way of doing things.	Meets Standard	The documentation offers a new strategy for operating cash card transactions.
Responsiveness	The practice contributes to achieving target/s or milestones.	Meets Standard	The CCT On helps work become paperless, expedient, and cost-efficient and gives convenience to its users and requesters.
	There is evidence of the effectiveness of the practice.	Meets Standard	The document presented attachments to support the effectiveness and existence of the practice.
Sustainability and Replicability	Mechanisms for sustaining the practice are in place.	Meets Standard	The Pantawid RPMO conducts regular knowledge transfer to sustain the utilization and understanding of the developed business process
	All stages of program implementation are well documented with complete and up-to-date information.	Meets Standard	The documentation presents up-to-date and complete information.

II. COMMENTS ACCORDING TO THE GOOD PRACTICE DOCUMENTATION FORMAT

TITLE	Complied.
CONTEXT	Complied.
IMPLEMENTATION	Complied.
RESULTS/IMPACT	Complied.
LESSONS LEARNED	Complied.
IMPLICATIONS FOR REPLICATION	Complied.
REFERENCES	Complied.
APPENDIX	Complied.

III. OTHER REMARKS

No other remarks.

MEMORANDUM

FOR : **DIRECTOR GRACE Q. SUBONG**
DSWD Field Office VIII

FROM : **THE DIRECTOR IV**
Social Welfare Institutional Development Bureau

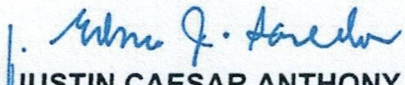
SUBJECT : **REVIEW OF THE SUBMITTED GOOD PRACTICE
DOCUMENTATION**

DATE : **8 JUNE 2023**

The Bureau endorses its review of the shared potential good practice documentation entitled "Building a Stronger Network of 4Ps Parent Leaders in Catarman, Northern Samar". Please see attached input and recommendation for your compliance.

For any inquiry or clarification, you may reach **Mr. Daniel D. Alejandre** at (02) 8951-2805 or through his email at ddalejandre@dswd.gov.ph.

Thank you.


ATTY. JUSTIN CAESAR ANTHONY D. BATOCABE

Department of Social Welfare and Development
Social Welfare Institutional Development Bureau
Knowledge Management Division

**Inputs and Recommendations on
Good Practice Documentation**

KP TRACKING NO :	20230024
DATE REVIEWED :	8 June 2023
TITLE :	Building a Stronger Network of 4Ps Parent Leaders in Catarman, Northern Samar
OFFICE :	Field Office VIII
CLASSIFICATION :	Potential Good Practice Documentation
SUMMARY :	The good practice documentation showcases how FO VIII created an incentive scheme and conducted a series of capacity-building activities to compensate and equip parent leaders who are doing Program tasks in Catarman, Northern Samar.

I. RATING ACCORDING TO CRITERIA IN IDENTIFYING GOOD PRACTICES

CRITERIA		RATING	REMARK
Innovativeness	The practice challenges or reinvents the usual way of doing things.	Nearly Meets Standard	Provide a discussion on the features of the practice that are new to the Department or redesigned.
Responsiveness	The practice contributes to achieving target/s or milestones.	Nearly Meets Standard	The results of the practice are not clearly stated.
	There is evidence of the effectiveness of the practice.	Nearly Meets Standard	Provide quantitative and qualitative evidence to support the effectiveness of the practice.
Sustainability and Replicability	Mechanisms for sustaining the practice are in place.	Nearly Meets Standard	Provide a mechanism to sustain the practice for a year or more.
	All stages of program implementation are well documented with complete and up-to-date information.	Does not meet standard	The documentation needs to be revised as per comments below.

II. COMMENTS ACCORDING TO THE GOOD PRACTICE DOCUMENTATION FORMAT

TITLE	Complied.
CONTEXT	<ul style="list-style-type: none"> ● Use the third-person point of view in the narrative. ● Challenges/ issues/ gaps are not clearly stated in this section.
IMPLEMENTATION	<ul style="list-style-type: none"> ● Provide evidence that MAT Leader Cris Sioson initiated and shared the idea of the practice in a meeting.

	<ul style="list-style-type: none"> ● It is mentioned in the documentation that an ongoing Municipal Resolution to ensure budgetary support from the LGU is waiting for approval. Given this, provide any established mechanisms in the documentation to sustain the practice for a year or more. ● Provide monitoring mechanisms to ensure that the practice provides effective results. ● Provide a narrative on its uniqueness among other DSWD practices that provide an incentivized version of service delivery of the beneficiaries.
RESULTS/IMPACT	<ul style="list-style-type: none"> ● The documented results provide generalized information. provide specific results of the practice.
LESSONS LEARNED	<ul style="list-style-type: none"> ● It was written under the challenges and lessons learned sections that the practice encountered challenges in 2020 in 2021 due to the COVID-19 pandemic. Provide an update on this.
IMPLICATIONS FOR REPLICATION	<ul style="list-style-type: none"> ● Provide elements of how they can be replicated by the other offices.
REFERENCES	<ul style="list-style-type: none"> ● This is not part of the documentation.
APPENDIX	<ul style="list-style-type: none"> ● This is not part of the documentation.

III. OTHER REMARKS

Ensure that the DSWD Handbook of Style is integrated into writing.

MEMORANDUM

FOR : **DIRECTOR GRACE Q. SUBONG**
DSWD Field Office VIII

FROM : **THE DIRECTOR IV**
Social Welfare Institutional Development Bureau

SUBJECT : **REVIEW OF THE SUBMITTED SUCCESS STORY**

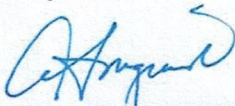
DATE : **5 APRIL 2023**

The Bureau acknowledges receipt of the submitted knowledge product (KP) entitled "LGU Basey's Receptive Co-Implementer: Enriching SWD Programs and Services". The Bureau commends the Field Office for using the proposed format of a success story from the KP Development Toolkit.

Kindly see the attached review of the Bureau for the submitted KP for your reference. The Bureau recommends the enhancement of the submitted KP based on the comments provided in the accomplished review template and the guidance in writing from the DSWD Handbook of Style.

For any inquiries, please coordinate with our staff, Daniel D. Alejandre through his email ddalejandre@dswd.gov.ph.

Thank you



MA. ANA T. NUGUID

Department of Social Welfare and Development
Social Welfare Institutional Development Bureau
Knowledge Management Division

**Inputs and Recommendations on
Knowledge Product**

KP TRACKING NO :	20230013
DATE REVIEWED :	5 April 2023
TITLE :	LGU Basesy's Receptive Co-Implementer: Enriching SWD Programs and Services
OFFICE :	Field Office VIII
CLASSIFICATION :	Success Story
SUMMARY :	The success story showcases collaborative technical assistance provided by the different offices in the Region that resulted in the successful discussion of the Devolution Transition Plan, and Disaster Risk Reduction Management Training.

I. RATING ACCORDING TO KP DEVELOPMENT PROCESS GUIDE

		CRITERIA	REMARK
L A N G U A G E	Directness	Does the language used clearly identify the expected actions and the doer	Complied.
	Plain words	Does the language used avoid jargon for a wider audience to understand it	Avoid using discriminatory language/ words in the document (e.g. manpower)
	Grammar and punctuation	Does the KP follow the rules and syntax of the language used	Review sentences and avoid run-on and hanging sentences (see 3rd paragraph of Context and Program Background) Use abbreviations properly. Spell out the full name or term at the first mention e.g. Service Delivery Capacity Assessment (SCDA) Tool
	Readability	Is the language used simple enough for the KP to be easier and quicker to understand	Complied.
D E S I G N	Legibility	Are the fonts used easily to read and do the design and layout aid in the KPs' readability	Complied.
	Graphic elements	Does the KP use highlighting techniques ¹ to aid in improving its accessibility	Complied.
	Structure	Is the KP strategically organized such that its users	Complied.

¹ Examples of highlighting techniques include tables, figures, underlining, bullets, white space, headings, varied font types, numbered lists, etc.

		engage in the processes they are expected to	
	Impression	Does the interface of the KP entice intended audience to use it	Complied.
R E L A T I O N S H I P	Who from	Is the origin of the KP apparent in it	Complied.
	Contact	Are there clear communication channels in the KP when the user needs to contact someone	Complied.
	Audience fit	Is the KP and all its components suitable to its intended audience	Complied.
	Tone	Are the tone and style used in the KP suitable to its message and intended audience	Complied.
C O N T E N T	Relevance	Does the KP address the needs and expectations of its intended audience	Complied.
	Subject	Is the intended message in the KP not prone to interpretation	Complied.
	Action	Is the call of action in the KP clear	Complied.
	Alignment	Does the KP adhere to the Department's core values and goals	Complied.

II. OTHER REMARKS

Kindly provide the enhanced version via email of Mr. Daniel D. Alejandre at ddalejandre@dswd.gov.ph