

SUSTAINING INTERVENTIONS FOR POVERTY ALLEVIATION IN GOVERNANCE

Frequently Asked Questions

| What is SIPAG project? | The SIPAG Project is an attempt to automate the social work case management method through the electronic social work case management (e -SCMS), which facilitates electronic documentation of cases and timely report generation. The primary process users for the e-SCMS application are the LSWDOs in order to help clients, particularly the poor, disadvantaged and vulnerable individuals or families. The system allows social workers to collaboratively assess the needs of identified clients and their families, whenever appropriate. They arrange, coordinate, monitor, evaluate and advocate for a complete package of services to effectively meet the basic or complex needs of the clients. | | | | | | | | |
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| What are the project goals and objectives? | The SIPAG project aims to contribute to the improvement of the process of delivery of SWD programs by the LGU social worker. Specifically, the SIPAG aims to: <ol style="list-style-type: none"> 1. Improve documentation of cases and timely report generation and 2. Fast monitoring and tracking of cases | | | | | | | | |
| What are the project components? | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="text-align: center;">PROJECT COMPONENTS</th> <th style="text-align: center;">SHORT DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1. Mobile-friendly web-based application</td> <td>The web application allows the following functionalities: *online or e-supervision of cases by an assigned case supervisor * export/convert to PDF of forms tracking of the movement of level of wellbeing of households easy access to reports through a data base</td> </tr> <tr> <td style="text-align: center;">2. Trained service provider</td> <td>The LSWDO users will be trained on the e-SCMS Version 2 to facilitate provision of immediate and appropriate services to their clientele.</td> </tr> </tbody> </table> | PROJECT COMPONENTS | SHORT DESCRIPTION | 1. Mobile-friendly web-based application | The web application allows the following functionalities: *online or e-supervision of cases by an assigned case supervisor * export/convert to PDF of forms tracking of the movement of level of wellbeing of households easy access to reports through a data base | 2. Trained service provider | The LSWDO users will be trained on the e-SCMS Version 2 to facilitate provision of immediate and appropriate services to their clientele. | | |
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| How many have benefited from it? | 21 LGU Social Workers | | | | | | | | |
| What is the impact of SIPAG System in terms | <p>a.) Improved documentation of cases and timely report generation</p> <p>The LGU social workers confirmed the importance of the SIPAG system version 2.0 in case management. It is easy to use – from encoding of cases, and access to the</p> | | | | | | | | |

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| <p>of case management?</p> | <p>stored data. However, because of the unstable internet connection, the system was not used during the intake interview. There were encoded data which are not saved in the system – Until now, documentation of cases through e-case management is still a challenge and cannot generate reports on time due to difficulty in saving the data. This can be seen if there is already an offline version to ensure continued utilization of the system even without internet connection.</p> <p>Further, in CSWDO Iloilo City, 40 to 60% of the total development effort goes into the documentation of cases, recording how the SIPAG System worked and how it really helped them improve their documentation. Initially, case managers said that using SIPAG System facilitated documentation of cases and timely report generation since system can process consolidation of data encoded.</p> <p>b.) Mobile-friendly web-based application The system is accessible through mobile and can be used during monitoring of cases. The LGU social workers can update the progress of the clients anytime as long as there is internet connection.</p> |
| <p>What are the lessons you gained from the implementation of SIPAG?</p> | <p>The caseworkers/social workers are continuously updating the cases encoded in the system. However, It was recommended to ensure fund allocation for the upgrading of internet connection and development of offline version. Further, close monitoring of the regional focal person specially the SWADT to include in their TARA the utilization of the SIPAG System.</p> <p>The LGU social workers (from Region IV-B) still practice manual case management transactions that are tedious and time consuming given the magnitude of clients being handled by the LSWDOs due to unstable internet connectivity that hamper the utilization of the system during intake interview. Based on monitoring and demonstration conducted, there is still low utilization of the system due to delay completion of the system enhancement and unstable internet connection which STB cannot see yet the immediate result/benefit to clients.</p> <p>The partnership with the Pantawid Municipal Link is a great help to provide the holistic interventions to each client. Strengthened coordination with the DSWD's core programs such as Pantawid Program and Sustainable Livelihood Program as part of the interventions that can be provided to clients. The LGU social workers are now starting to practice the use of the SIPAG System to their clients who came every day to ensure that all cases are encoded in the system. Based on monitoring and demonstration conducted, the system improved the documentation skills and easy supervision of the cases.</p> |
| <p>How can SIPAG be replicated in the whole country?</p> | <p>The SIPAG project is targeted to be promoted to other local government units for their replication once the project has been evaluated. The project is scheduled for evaluation 3rd quarter CY 2020. There is a need to develop the project manual once the documentation of the entire project implementation along with its evaluation has been completed. This manual will be the ready reference for LGUs who will replicate the project in their areas.</p> |

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| How much resource would you need to make it more successful? | Once the SIPAG system is finalized and the offline version has been developed, there is less budget will be spent on the project implementation. Accessibility to the internet connection is the only thing needed to utilize the system at the local government units. |