

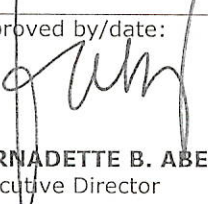

	Inter-Country Adoption Board (ICAB) QMS MANAGEMENT REVIEW REPORT	Issue Date	September 27, 2018
		Doc. Code	QMS-MR-01-2017
		Revision No.	01

Period Covered: January-August 2019	Date: August 2, 2019	Next review Date:
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AGENDA:

1. Status of Actions from previous Management Review
2. Changes in the external and internal issues that are relevant to the QMS
3. Information on the quality performance including trends and indicators for:
 - Customer Satisfaction
 - Extent to which quality objectives have been met
 - NC's and corrective actions
 - Issues concerning external provider and other RIPs
4. QMS Audit results
5. Resource issues/needs and status
6. Effectiveness of actions to identified risks via Risk Registry
7. Risks and Opportunities
8. New potential opportunities for continual improvement


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5.	August 2, 2019	OPPORTUNITIES	<p>Removed the following:</p> <ul style="list-style-type: none"> Aligned with internal organization priorities and thrusts Share Philippine ICA process as model program with others sending countries Legislative allies
6.	August 2, 2019	WEAKNESSES	<p>Removed the following:</p> <ul style="list-style-type: none"> Misperception about ICAB such as being merely a Secretariat and not an Agency (per R.A. 8043) Provisions of R.A. 8043 on the use of income / charges / fees Proposal for additional plantilla positions
7.	August 2, 2019	THREATS	No changes made
8.	August 2, 2019	ROAP -No opportunity for career advancement (action plan c/o admin) / weakness vs. decreasing number of children cleared hence, "no need for additional positions" (manageable)	Accomplished - Position paper regarding ACCA bill submitted on October 4, 2018; Proposal submitted to DBM in June 2019
9.	August 2, 2019	-No IT personnel to focus on IT system	<p>Accomplished - Budget for outsourced IT01 personnel was already approved in June 2018; Completed PHILGEPS posting</p> <p>Comments:</p> <ul style="list-style-type: none"> Educational background should be on IT and not just any IT-related course Position would not be a promotion for any ICAB personnel Check government's standard requirements in the recruitment of IT01 personnel The IT01's responsibilities should be systems creation and fixing the systems and not maintenance only (ask DSWD about their IT01's responsibilities) The requirements will be discussed further during the pre-bidding of manpower services
10.	August 2, 2019	-Budget of ICAB is dependent on income earned based on R.A. 8043 (<i>Entrustment Services</i>)	<ul style="list-style-type: none"> Position paper on the ACCA Bill was already submitted on Oct. 4, 2018 Proposal submitted to DBM on May 2, 2019 (DBM granted partial because income comes from GAA) Letter submitted to DSWD on March 1, 2019 (no reply from DSWD yet)
11.	August 2, 2019	-Lack of quorum of Board members (<i>Policy Development and Entrustment Services</i>)	<p>Accomplished - Proposed board resolution to address lack of quorum. However, the Board said there is no need for a board resolution. When there is no board meeting, an e-discussion may be done to avoid delays in decisions. The decisions from the e-discussion will be ratified during the next board meeting.</p>

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25.	August 2, 2019	<p>OED</p> <ul style="list-style-type: none"> -Regulatory services: target: 8 FAAs due for accreditation -policy formulation: target:10 policies for the year 	<p>Actual</p> <ul style="list-style-type: none"> -1 FAA visited for accreditation within the scheduled period set by the Board. The board rescheduled the visits thus other FAAs were not visited on the target time. - 8 policy decisions issued and shared with concerned stakeholders within one week after issuance.
26.	August 2, 2019	<p>PDU</p> <ul style="list-style-type: none"> -To submit within the prescriptive period reports required by the regulatory authorities (DBM, DSWD, Congress, Senate, PCW, AO 25): target: 100% reports submitted within the reglementary period -Review authorization / accreditation applications, documents and status of Child Caring Agencies operating as Liaison Service Agencies for action of the Board: target: 100% of LSAs compliant to ICAB rules and regulations (5 LSAs, 3 LSAs for renewal) by the end of November 2019 -Facilitate the issuance of Board Resolution and Certification of Authorization to Operate a Liaison Service Agency: target: 3 CCAs by the end of November 2019 -Assist in the conduct of authorization / accreditation assessment of LSAs to ensure quality service delivery and compliance to ICAB policies and procedures: target: 3 LSAs for renewal (Samaritan's Place, Parenting Foundation, Chosen Children's Village by the end of November 2019) -To review and improve program direction and performance, wise use of resources, understand program context, stakeholders communication and achieve political support for ICAB's programs and services: target: 100% conducted as scheduled; 100% of ICAB Units submitted WFP, APP; 100% of Evaluation Forms endorsed to Admin -Capability Enhancement and Technical Assistance to stakeholders: target: 100% conducted and implemented according to schedule and WFP by the end of November 2019 	<p>Actual</p> <ul style="list-style-type: none"> -100% reports submitted on online, soft copies and hardcopies to regulatory authorities -100% CCA LSAs compliant -One CCA LSA (Samaritan's Place) issued Accreditation Certificate -One CCA LSA accredited by the 2nd quarter -One CCA LSA on desk review by the 2nd quarter -One CCA LSA closed its liaison services during the 2nd quarter Causes: <ul style="list-style-type: none"> -Delayed submission of DSWD Accreditation Certificate -CCA decided not to pursue liaison service program in ICA Actions: <ul style="list-style-type: none"> -Require CCA LSA to provide timeline in processing DSWD Accreditation Certificate -Notified all liaisoned FAAs on closure of CCA LSA -PREW and Strategic Planning conducted -91% or 10 of 11 ICAB Units submitted WFP and APP for CY 2019/CY 2020 on time -Evaluation forms endorsed to Admin Unit -3 Capacity Building Packages conducted (CDO, NCR, Region IV-A)
27.	August 2, 2019	<p>Child Welfare Unit</p> <p>Inclusion of cases in the database</p>	<p>100% inclusion of cases in the database</p>

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53.	August 2, 2019	Adoption application approved	100% Accomplished
54.	August 2, 2019	Preparation of Notice of Acceptance (5 working days after receipt of notice from Records Unit)	100% Accomplished
55.	August 2, 2019	Processing of travel documents (3-6 months)	<p>22% are processed within 3-6 months; 78% on process</p> <p>Comments: -Finland and Denmark changed their procedures -Passport application takes a longer time now</p> <p>Actions: -Break down the numbers per continent or country -Give pertinent data to the Executive Director to schedule meeting with the Department of Foreign Affairs</p>
56.	August 2, 2019	Entrustment of children to PAPs (7-15 working days depending on the itinerary and duration of PAPs' stay in the Philippines)	Accomplished
57.	August 2, 2019	PPRs reviewed, acknowledged and shared (10 working days)	100% Accomplished
58.	August 2, 2019	Prepare justification for Affidavit of Consent to Adoption (30 working days)	100% Accomplished
59.	August 2, 2019	Acknowledgment of receipt of Adoption Decree (5 working days)	100% Accomplished
60.	August 2, 2019	Relative Unit Ensure that QRAA were reviewed and referred to DSWD-Field Office (15 working days)	<p>79% Accomplished</p> <p>Comment: Not all cases should be immediately referred to DSWD; ICAB should assess which may be referred to DSWD</p>
61.	August 2, 2019	Ensure completeness of information on CSR and supporting documents (30 working days)	100% Accomplished
62.	August 2, 2019	Review and assess completeness of PAPs dossiers (10 working days)	100% Accomplished
63.	August 2, 2019	Prepare Executive Summary for approval of the Executive Director (within 2 months upon receipt of the complete dossier of PAPs)	100% Accomplished
64.	August 2, 2019	To ensure that placement proposals were accepted within timeline (15 working days)	<p>65% Accomplished</p> <p>Comment: There should be no target for relatives and FWU but budget dictates that there should be numbers/target; Work and Financial Plan to be revised for the second semester (targeting should be percentage and not numbers)</p>
65.	August 2, 2019	Entrustment of children (upon receipt of travel itinerary)	100% Accomplished
66.	August 2, 2019	Post Legal Adoption Services Retrieval of information and documents (2 weeks after receipt of the request)	100% Accomplished
67.	August 2, 2019	Coordinate Homeland visits with CCA (2-6 months)	100% Accomplished
68.	August 2, 2019	Facilitate the search (6-24 months)	31% Accomplished
69.	August 2, 2019	Facilitate reunion (6-24 months)	5 adoptees assisted for reunion

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78.	Financial resources (Budget unit):	<p>Personnel Services</p> <ul style="list-style-type: none"> • 19,950,000 budget for the year • 59.13 % budget utilization <p>MOOE</p> <ul style="list-style-type: none"> • 34,990,250 budget • 47.07% fund utilization <p>Capital outlay</p> <ul style="list-style-type: none"> • 70,000 budget • 71.10% fund utilized <p>Overall budget:</p> <ul style="list-style-type: none"> • 55,010,250.00 budget • 51.48% fund utilized 	<ul style="list-style-type: none"> • Underutilized budget • Accreditation visits allotted budget is 4 million but only visited one FAA this semester. The previous schedules were transferred for the second semester. • Budget for accreditation cannot be transferred to the budget for the adoption program • Atty. Abejo suggested to schedule visit to other agencies in Ireland and Central authorities or other countries who would like to work with ICAB. (Slovakia, South Africa etc.)
QMS INTERNAL QUALITY AUDIT RESULTS			
79.	August 2, 2019	See attached report on Internal Quality Audit Results	