

PROJECT I-PANTAWID

# eFDS Training Manual

VOLUME V

## COMMUNITY SCORECARD AND HEALTH EDUCATION (eFDS Modules 8-11)



Concerned Citizens of Aboitiz  
for Good Government, Inc.

in partnership with:

**RECITE**



PARTNERSHIP FOR  
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ANSA-EAP

Accountability  
to the People



THE WORLD BANK  
Working for a World Free of Poverty



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## Guarding the Integrity of Conditional Cash Transfer Program (Project i-Pantawid)

### eFDS Training Manual: Volume 5

# COMMUNITY SCORECARD AND HEALTH EDUCATION

(eFDS Modules 8-11)

Prepared by the Project i-Pantawid consortium led by the Citizens of Abra for Good Government, Inc. (CCAGG) in association with Responsible Citizens and Empowered Communities in Solidarity for Social Change (RECITE), Affiliated Network for Social Accountability for East Asia and the Pacific (ANSA-EAP), and the Partnership for Transparency Fund (PTF) under Grant No. TF015863 with the World Bank/Global Partnership for Social Accountability. The contents and opinions expressed herein are solely the responsibility of the consortium and do not necessarily reflect the views of the WB/GPSA.

*with support from:*



## Acronyms and Abbreviations

ANSA-EAP	Affiliate Network for Social Accountability-East Asia and the Pacific
BB	Bulletin Board
BHS	Barangay Health Station
BL	Baseline
BM	Beneficiary Monitoring
Brgy	Barangay
CCAGG	Concerned Citizens of Abra for Good Government
CCT	Conditional Cash Transfer
CDD	Community Driven Development
CL	City Link (DSWD 4Ps staff based in city)
CSO	Civil Society Organization
DCF	Day Care Facility
DSWD	Department of Social Welfare and Development
ECCD	Early Childhood Care and Development
eFDS	Enhanced Family Development Session
FDS	Family Development Session
FM	Financial Management
Freq.	Frequency
FS	Financial Statement
GPSA	Global Partnership for Social Accountability
GHM	Grievance Handling Mechanism (used interchangeably with GRS)
GRS	Grievance Redress System
HH	Household
IBRD	International Bank for Reconstruction and Development (World Bank)
Info	Information
<i>i-Pantawid</i>	Guarding the Integrity of the Conditional Cash Transfer Program
IPM	Implementation Progress Monitoring
IRI	Intermediate Results Indicator
K&L	Knowledge and Learning
KPI	Key Performance Indicator (specified in project results framework)
LGU	Local Government Unit
M&E	Monitoring and Evaluation
ML	Municipal Link (DSWD 4Ps staff based in municipality)
MSWDO	Municipal Social Welfare Development Officer (LGU staff)
NHTS-PR	National Household Targeting System for Poverty Reduction
NLCGG	Northern Luzon Coalition for Good Governance
Pct	Percent
PDO	Project Development Objective
PL, PLs	Parent Leader, Parent Leaders
PIR	Performance Indicator Reference
PTF	Partnership for Transparency Fund
Q	Question
RECITE	Responsible Citizens and Empowered Communities in Solidarity for Social Change
RF	Results Framework
RHU	Rural Health Unit
SAc	Social Accountability
SSI	Selected Sub-Indicator
TPM	Third Party Monitoring
vs.	Versus
WB	World Bank
Yr	Year
4Ps	<i>Pantawid Pamilyang Pilipino Program</i>

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# Community Scorecard

## Overview of this eFDS Training Manual

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### Purpose

This manual is intended to guide local implementing CSOs (LCSOs) on the i-Pantawid Project Model. With this manual, together with LCSO capacity building activities, LCSOs will be able to understand the i-Pantawid Project Model and conduct the enhanced Family Development Session (eFDS) for Parent Leaders, who will in turn cascade the eFDS topic to their beneficiary groups.

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### Overview of Training Manual

The eFDS Training Manual is composed of 6 volumes, divided as follows –

Volume	Content
1	eFDS Overview and Engaging and Enabling Parent Leaders (Foundation Session)
2	Ang Tulong ng Pantawid (eFDS 1)
3	Empowerment and Social Accountability (eFDS 2 – 4)
4	Social Contracting and Barangay Budgeting (eFDS 5 – 7)
5	Community Scorecard for Health and Education (eFDS 8 – 11)
6	Project Management and Monitoring (eFDS 12 – 14)

This Volume 5 covers the Community Scorecard for Health and Education.

Prior to implementing Volume 4, Volume 1 should be provided to all organizations and individuals intending to implement the i-Pantawid Model.

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**Volume 5  
Content**

The monthly half day PL training sessions for eFDS 8 and 10 are composed of a values formation and personal development session (labeled Tagapagpadaloy ng Pagbabago or TP) and an eFDS topic. The Interface Meetings (eFDS 9 and 11) do not have an accompanying TP topic. Each TP and eFDS topic is detailed in the following sections of this manual.

Each TP and eFDS topic have accompanying Powerpoint slides that are designed to be printed on letter size paper and used as visual aids during the training. The slides are available in softcopy and the discussion guide may be found in the Notes Pages View of the slides. Printed copies of the Notes Pages View with the discussion guide and Powerpoint slides are part of this manual, inserted after the respective topics for easy reference.

The contents may be viewed as a basic training kit. The LCSO is free to enrich the discussion and augment the slides as they see fit, particularly in situating the discussion within the local context.

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**Localized  
Language or  
Dialect**

The Powerpoint visual aids to be used for training are written in English and/or Filipino. The local implementing CSO may translate these into the local language or dialect, replacing the original text, as applicable.

Additionally, the discussion guide may be translated into the local language or dialect.

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**How to print  
the manual**

A printed manual may be produced for distribution from soft copy files. This manual may be printed back-to-back. The Powerpoint file may be printed in slide format on one side, and the Powerpoint file reprinted for the Notes Pages View at the back, so that while the facilitator is holding up the slide, the discussion guide is available at the back.

Letter size paper is used throughout. For back-to-back printing, use at least 80 gsm or substance 24 paper. A continuous ink printer would be most cost effective to produce colored training kits.

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## TP 8 – Buhay Lapis

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**Objective**

For the PL --

1. To reflect on and express his/her philosophy of life
  2. For inspiration
- 

**Preparation**

1. Recall the previous session, ask the participants what they most liked or remembered about it
  2. This portion of the session will not be cascaded to their beneficiary groups as this is for their own personal development
- 

**Process**

Share and discuss each slide, gathering comments and insights from participants. Summarize insights gathered.

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Powerpoint slides and discussion guide for TP8 inserted here

## eFDS8 – Ang Pangunahing Kayamanan ay Kalusugan

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### **Objectives**

1. To discuss citizen rights on health service delivery
  2. To reinforce Pantawid beneficiary responsibilities regarding health
  3. To increase health seeking behavior among the beneficiaries
  4. For the PLs to experience monitoring (BHS Equipment Checklist)
  5. To acquaint the Parent Leaders about the Community Score Card (CSC) tool and process
  6. To prepare the Parent Leaders for an Interface Meeting with health service delivery officials
- 

### **Materials needed**

1. Health Services Delivery Scorecards for RHU and BHS – 2 copies per PL, 1 copy for facilitator
  2. BHS Equipment Check Form – 1 copy per PL, 1 copy for facilitator
- 

### **Preparation**

The Municipal/City Health Officer, RHU staff and Midwives should be separately engaged to provide their own scores and attend the Interface Meeting through an orientation of the community scorecard process. The same materials used for eFDS 8 may be used for the orientation.

The RHU Scorecard should be filled up by the RHU staff, including the Municipal/City Health Officer. The BHS Scorecard should be filled up by the Midwives who man the BHS. Filling up the forms may be done during the orientation if all are present or collected at a later date, but before the Interface Meeting when the results will be presented.

The schedule of the Interface Meeting (eFDS9) with the participation of the Municipal/City Health Office staff should be set, ideally for the following month. All the PLs will attend a single session Interface Meeting. Determine date, time and venue.

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### **Process 1 – Citizen rights regarding health services**

1. Discuss UDHR 25 and Universal Health Care plans of the government
-

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**Process 2 –  
Beneficiary  
responsibilities  
regarding  
health**

1. Reinforce co-responsibilities of Pantawid beneficiaries
- 

**Process 3 –  
Reasons for a  
health check-up**

1. Discuss need for pre and post natal checkups
  2. Discuss immunization benefits and schedule
  3. Share growth monitoring chart
  4. Share Primary Health Care Package available to Pantawid beneficiaries
- 

**Process 4 –  
BHS  
Equipment  
Check**

1. Share the value of BHS equipment
  2. Distribute copies of the BHS Equipment Checklist form
  3. Discuss form content, how it will be filled up, one per barangay
  4. PLs of a barangay to work together to complete the form, agree who will submit the form to the eFDS Observer
  5. PLs to return the filled up form via the eFDS Observer at the eFDS cascade
- 

**Process 5 –  
Community  
Scorecard**

1. Share objectives, process and form of Community Scorecard (CSC)
  2. Distribute CSC forms on Health – RHU and BHS
  3. Describe forms and how we will score
  4. Model the scoring process the PLs will follow with their beneficiary groups to arrive at one CSC form each for RHU and BHS per beneficiary group
  5. Instruct the PLs to arrive at one score for each of their groups
  6. Inform the PLs that the next meeting is an Interface Meeting, so they will all be in one group. All PLs of the LGU will attend a single session, together with the service provider. Provide date, time and venue.
- 

**Note for eFDS  
cascade**

Observer to collect the Scorecards and BHS Equipment Checklist from the PL after each eFDS cascade.

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**Post workshop  
report  
processing**

1. The Scorecards will be summarized to arrive at one average score per indicator, one set for the RHU and another set for the BHS, with a separate average from the service provider vs. the Pantawid members. This average will be shared at the Interface Meeting to be conducted as eFDS 9. Please see sample reporting format among eFDS 9 slides.
2. BHS Equipment Checklist – Gather completed forms via eFDS Observer. Format the results in a one-page slide, to be presented at the Interface Meeting. Please refer to sample reporting format among eFDS 9 slides.

Prepare a letter for the City/Municipal Mayor, City/Municipal Health Officer, City/Municipal Link(s), City/Municipal Social Welfare and Development Officer, summarizing the result of the BHS monitoring. Share the report at the next meeting of the City/Municipal Action Committee.

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Powerpoint slides and discussion guide for eFDS 8 inserted here

## eFDS 9 – Tapatan sa Kalusugan

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<b>Objective</b>	For the PLs and Service Provider -- <ol style="list-style-type: none"><li>1. To view the results of PL monitoring using the BHS Equipment Checklist</li><li>2. To review the objectives and process of a Community Scorecard</li><li>3. To review the objectives and process of the Interface Meeting</li><li>4. To review a comparison of scores from the Pantawid beneficiaries and the service provider</li><li>5. To discuss suggestions for improvement and agree on plans to improve the service delivery</li></ol>
<b>Materials needed</b>	<ol style="list-style-type: none"><li>1. Summary of BHS Equipment in the LGU, formatted as a Powerpoint slide (see sample slide)</li><li>2. Summary of CSC scores from both Pantawid Beneficiaries and service provider, for both RHU and BHS, formatted as Powerpoint slides (see sample slides)</li><li>3. Manila paper and marker, to document Action Plans during the Interface Meeting</li></ol>
<b>Preparation</b>	<ol style="list-style-type: none"><li>1. Orientation and engagement for participation of Municipal/City Health Office staff, ensure attendance at the Interface Meeting</li><li>2. All PLs to attend single Interface Meeting</li><li>3. Inform the PLs that their training kits contain the results of the scorecards and that they will cascade this and the Action Plans to their groups. PLs to note down Action Plans made during the activity for sharing with their groups.</li></ol>
<b>Process 1 – Pantawid and i-Pantawid</b>	<ol style="list-style-type: none"><li>1. Share orientation on Pantawid Program and i-Pantawid Project, especially for the service providers present</li></ol>
<b>Process 2 – BHS Equipment Checklist Outcome</b>	<ol style="list-style-type: none"><li>1. Share the summary of BHS Equipment Checklist (see slides for sample format)</li><li>2. Discuss and summarize areas for improvement needed (missing and defective equipment), note any comments/commitments by service provider that may be added to Action Plans</li></ol>
<b>Process 3 – CSC and Interface Meeting</b>	<ol style="list-style-type: none"><li>1. Review the objectives and process of a Community Scorecard and Interface Meeting</li></ol>

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**Process 4 –  
Comparison of  
Scores, Action  
Planning**

1. Show the beneficiary scores, highlight highest and lowest scores.
  2. Show the comparison of the beneficiary and service provider scores, highlight similarities and large differences.
  3. Discuss each indicator individually, together with the reasons for the rating and suggestions for improvement.
  4. Agree on what can be done to improve service delivery going forward using the Action Plan Template provided, write action plans on manila paper for all to view.
- 

**Workshop  
Outcome**

Commitment of participants and service providers to work on the Action Plans discussed.

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**Note for eFDS  
cascade**

Observers to bring a copy of the Action Plans during the eFDS cascade. PLs to share the scorecard results and proposed Action Plans during the eFDS cascade to their members.

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**Post workshop  
report  
processing**

1. Prepare a letter for the City/Municipal Mayor, City/Municipal Health Officer, City/Municipal Link(s), City/Municipal Social Welfare and Development Officer, with attached slides of the scorecard results and Action Plans.
  2. Share the scorecard results and Action Plans at the next meeting of the City/Municipal Action Committee.
  3. Email copy of letter and attachments to i-Pantawid Project Management Office
-

Powerpoint slides and discussion guide for eFDS 9 inserted here



## TP 10 – Dagdag Kaalaman sa Sarili

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### Objective

For the PL --

1. To better appreciate oneself
  2. To better understand their relationship with themselves as well as others
- 

### Materials needed

1. *Anong Dating Ko* form (see Powerpoint slides), one per participant
- 

### Preparation

1. Discuss what they recall from the previous session
  2. Request the Parent Leaders to share their experience with the previous eFDS cascade – how did it go, how did they feel, what helped, what hindered, etc. – process the experience
- 

### Process 1 – Knowing and loving oneself

1. Discuss the given quotation (see discussion guide provided in the Powerpoint slide under Notes Pages View)
- 

### Process 2 – Johari Window

1. Discuss the Johari Window (see discussion guide provided in the Powerpoint slide under Notes Pages View)
  2. Gather examples of the different view points
  3. Distribute *Anong Dating Ko* form.
  4. Ask participants to write their names on the slide and put a mark on the qualities they know they possess.
  5. Divide the participants into groups of 5 – 7 people. Each group will share their sheets and ask the group members to put a check mark on the qualities they perceive that person has.
  6. When all have selected, return the paper to the owner.
  7. Process the outcome. Were there any surprises in what other people think of you?
-

Powerpoint slides and discussion guide for TP 10 inserted here

## eFDS 10 – Kahalagahan ng Edukasyon

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- Objective**
1. To discuss citizen rights on education service delivery
  2. To reinforce Pantawid beneficiary responsibilities regarding education
  3. To acquaint the Parent Leaders about the Community Score Card (CSC) tool and process
  4. To prepare the Parent Leaders for an Interface Meeting with health service delivery officials
- 

- Materials needed**
1. Education Services Delivery Scorecards – 1 copy of the Day Care Scorecard and 2 copies of the Elementary/High School Scorecard
- 

**Preparation**

The DepEd Supervisor, School Principals and Teachers, plus the MSWDO and Day Care Workers should be separately engaged to provide their own scores and attend the Interface Meeting, through an orientation of the community scorecard process. The same materials used for eFDS 10 may be used for the orientation.

Filling up the scorecards by the service providers may be done during the orientation if all are present or collected at a later date, but before the Interface Meeting when the results will be presented.

The schedule of the Interface Meeting (eFDS11) with the participation of the education service providers should be set, ideally for the following month. All the PLs will attend a single session Interface Meeting. Determine date, time and venue.

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- Process 1 – Citizen rights on education**
1. Discuss UDHR 26 and Philippine commitment to the Millennium Development Goals (MDG)
  2. Discuss K to 12
  3. Discuss DepEd orders
- 

- Process 2 – Beneficiary responsibilities regarding education**
1. Reinforce co-responsibilities of Pantawid beneficiaries
-

---

**Process 3 –  
Community  
Scorecard**

1. Share objectives, process and form of Community Scorecard (CSC)
  2. Distribute CSC forms on education
  3. Describe forms and how we will score
  4. Model the scoring process the PLs will follow with their beneficiary groups to arrive at one CSC form each for day care, elementary and high school per beneficiary group
  5. Instruct the PLs to arrive at one score for each of their groups
  6. Inform the PLs that the next meeting is an Interface Meeting, so they will all be in one group. All PLs of the LGU will attend a single session, together with the service provider. Provide date, time and venue.
- 

**Note for eFDS  
cascade**

Observer to collect the Scorecards for day care, elementary and high school, from the PL after each eFDS cascade.

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**Post workshop  
report  
processing**

1. The Scorecards will be summarized to arrive at one average score per indicator, one set for daycare and another set for elementary and high school, with a separate average from the service provider vs. the Pantawid members. This average will be shared at the Interface Meeting to be conducted as eFDS 11. Please see sample reporting format among eFDS 11 slides.
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Powerpoint slides and discussion guide for eFDS10 inserted here

## eFDS 11 – Tapatan sa Edukasyon

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### **Objective**

For the PLs and Service Provider --

1. To review the objectives and process of a Community Scorecard
  2. To review the objectives and process of the Interface Meeting
  3. To review a comparison of scores from the Pantawid beneficiaries and the service provider
  4. To discuss suggestions for improvement and agree on plans to improve the service delivery
- 

### **Materials needed**

1. Summary of CSC scores from both Pantawid Beneficiaries and service provider, for day care, elementary and high school, formatted as Powerpoint slides (see sample slides)
  2. Manila paper and marker, to document Action Plans during the Interface Meeting
- 

### **Preparation**

1. Orientation and engagement for participation of education service providers (DepEd Supervisor, Principals and/or teachers of the schools in the LGU, MSWDO and Day Care Workers), ensure attendance at the Interface Meeting
  2. All PLs to attend single Interface Meeting
  3. Inform the PLs that their training kits contain the results of the scorecards and that they will cascade this and the Action Plans to their groups. PLs to note down Action Plans made during the activity for sharing with their groups.
- 

### **Process 1 – Pantawid and i- Pantawid**

1. Share orientation on Pantawid Program and i-Pantawid Project, especially for the service providers present
- 

### **Process 2 – CSC and Interface Meeting**

2. Review the objectives and process of a Community Scorecard and Interface Meeting
-

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**Process 4 –  
Comparison of  
Scores, Action  
Planning**

1. Show the beneficiary scores, highlight highest and lowest scores.
  2. Show the comparison of the beneficiary and service provider scores, highlight similarities and large differences.
  3. Discuss each indicator individually, together with the reasons for the rating and suggestions for improvement.
  4. Agree on what can be done to improve service delivery going forward using the Action Plan Template provided, write action plans on manila paper for all to view.
- 

**Workshop  
Outcome**

Commitment of participants and service provider to work on the Action Plans discussed.

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**Note for eFDS  
cascade**

Observers to bring a copy of the Action Plans during the eFDS cascade. PLs to share the scorecard results and proposed Action Plans during the eFDS cascade to their members.

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**Post workshop  
report  
processing**

1. Prepare a letter for the City/Municipal Mayor, DepEd Supervisor, Principals or Heads of Schools, City/Municipal Link(s), City/Municipal Social Welfare and Development Officer, with attached slides of the scorecard results and Action Plans.
  2. Share the scorecard results and Action Plans at the next meeting of the City/Municipal Action Committee.
  3. Email copy of letter and attachments to i-Pantawid Project Management Office
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Powerpoint slides and discussion guide for eFDS11 inserted here