

# The Public Manager



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## Redesigned Project Paglaum returns to Ground Zero of Typhoon Yolanda



*Mr. Tomas Alejo S. Batalla transforms the unpleasant memories of the participants to enable them to be better PFA providers.*

The Career Executive Service Board (CESB) reaffirmed its advocacy to develop government leaders' capacity in facilitating psychological first aid (PFA) among survivors and calamities as it headed to the last leg of the Project Paglaum Training Workshop: *Paghilom, Pakikipag-ugnayan, Paglaum Patungo sa Ginhawa* held last 14 -16 December 2016 in the Oriental Hotels and Resorts in Palo, Leyte, which was considered as the ground zero of

the catastrophic Typhoon Yolanda, the most intense tropical cyclone recorded in the country.

Nineteen (19) participants from various government agencies became the pioneer batch for the redesigned Project Paglaum, which has now evolved to make it more responsive and adequate in equipping executives in the bureaucracy to possess the confidence, competence, and commitment to help others.

Mr. Tomas Alejo S. Batalla, a clinical psychologist for the Ateneo Bulatao Center for Psychology Services, Multiple



## CESB maintains ISO 9001 certification for 6th straight year, cited for 6 good practices

In its 6th consecutive year of ensuring quality service delivery through strict implementation of the established Quality Management System (QMS), the Career Executive Service Board (CESB) was commended by Tuv Nord Philippines, Inc. for six (6) good practices while also retaining its ISO 9001:2008 certification for services under the Eligibility and Rank Appointment processes on 07 December 2016.



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## 1 | Redesigned Project Paglaum...

Intelligence International School (MISS), and The Child’s World School commenced the workshop with an activity which underscores the importance of communication in conducting PFA. Mr. Batalla, or “Coach Tom”, was assisted by Ms. Priscilla Gonzalez-Fernando, a child psychologist-consultant for well-known children’s television shows, and Ms. Alyda Yasmin A. Keh, a psychologist at the Ateneo Bulatao Center for Psychology Services and a part-time instructor at the Ateneo Department of Psychology.



*Children (again) for a day! Ms. Priscilla Gonzalez-Fernando leads the participants through play therapy, one of the effective communication strategies for children victims of calamities.*

Coach Tom emphasized the importance of the mental health of the PFA provider or the “healer”. He helped the participants address some of their personal issues and concerns to help them recover from any past traumatic event that may be a barrier in their performance as PFA providers through an activity called “transforming unpleasant memories”, wherein the participants are guided to visualize their “emotional baggage” and displace them where they can easily be released. During the second day of the workshop, Ms. Keh explained the eight (8) steps of the PFA, which are:

- |  |                                  |
|--|----------------------------------|
| Step 1: Introducing Yourself           | Step 5: Identify Strengths       |
| Step 2: Ensure Safety and Comfort      | Step 6: Identify Positive Coping |
| Step 3: Promote Calm and Stabilization | Step 7: Plan to Move on and Heal |
| Step 4: Listen                         |                                  |

Ms. Fernando, or “Ms. Peachy”, introduced the concept of Play Therapy, one of the most effective techniques in communicating with children victims. For thirty minutes, the participants relived their childhood experiences and play with toys provided. According to Ms. Peachy, playing is a cathartic release of feelings and a form of emotional expression, making the communication process with the victims easier and less heavy.

On the last day of the workshop, the participants were divided into two groups and were asked to develop their own action plan for pre-PFA, actual PFA, and post-PFA work. Designated presenters from each group narrated their respective action plans while the rest of the team members enacted the plan. The objective of the activity was to evaluate how they were able to apply the PFA process and to detect what is needed to ensure the success of the PFA assistance to be provided.



*Mr. Emmanuel C. Lallana explains the important role of ICT during disasters.*

Towards the end of the workshop, Mr. Emmanuel C. Lallana, Chief Executive of ideacorp and an expert on Information and Communications Technology (ICT) policy, discussed the vital role of ICT in Disaster Governance and Risk Reduction and Management. One of the key takeaways from his presentation

# CESB and REAL, Inc. spread Christmas cheer in Leyte



**CESB Executive Director Maria Anthonette Velasco Allones (standing, center) and Department of Budget and Management (DBM) Regional Director Imelda C. Laceras (standing, 4th from right) led the joint CESB and REAL, Inc. Outreach Program at the Pope Francis Complex Center for the Poor in Palo, Leyte last 17 December 2016.**

In the spirit of Christmas and to show their support to the abandoned and ageing sector of the society, the Career Executive Service Board (CESB), joined Region Eight Administrators League (REAL), Inc., in its Christmas outreach to the senior citizens of the Pope Francis Complex Center for the Poor (PFCCP) last 17 December 2016 at Palo, Leyte.

PFCCP was financed by the Vatican through the Pontifical Council Cor Unum for Human and Christian Development. It was Pope Francis' gift to the people of Leyte who were victims of Super Typhoon Yolanda in 2013. The facility is

supervised by Kkottongnae Philippines, Inc., a congregation committed to witnessing God to the world and saving souls by practicing Jesus Christ's love. They dedicated themselves in the service of the poorest of the poor.

Prior to the program proper, CESB and REAL were welcomed by Palo Archbishop John Du, who expressed his gratitude for the support to the Center. As a thank you gift, Archbishop Du gave each member of the delegation a Holding Cross. The Holding Cross, made out of the debris of the chapel kneelers and pews of the Archbishop's Residence after the onslaught of Typhoon Yolanda, is intended to serve as a reminder of God's abiding mercy and compassion.

Sister Thaddeus Choi, a Korean national and Executive Secretary of Kkottongnae Philippines, Inc., welcomed the participants and relayed her deep appreciation for the advocacy of CESB and REAL. She encouraged them to continuously show their



## 2 | Redesigned Project Paglaum...

is the use of the Community-based Disaster Risk Management (CBDM). CBDM is an approach to building the capacity of communities to assess their vulnerabilities to disasters and consequently, to develop strategies and resources necessary to prevent and/or mitigate the impact of identified hazards as well as respond, rehabilitate, and reconstruct themselves following the onset of calamities. New ICT tools can effectively determine how communities can help themselves, and they want to be helped with others.

Ms. Salvacion Z. Baccay of the Department of the Interior and Local Government (DILG) and member of the first batch of Project Paglaum, appreciated the personal approach of the redesigned workshop and the focus on the "healer" or the PFA provider. On the other hand, Mr. Edgar Y. Tenasas of the Department of Education (DepEd) opined that "the workshop has integrated all fragmented learnings and sets of knowledge I acquired in the past."

As a parting message, CESB Executive Director Maria Anthonette C. Velasco-Allones encouraged the participants to "use their gifts to bless others because in doing so, they will be continuously blessed." She also urged them to incessantly aid CESB in promoting "Paglaum Patungo sa Ginhawa".

3 | **CESB and REAL, Inc. spread Christmas...**



*Sister Thaddeus Choi (right), Executive Secretary of the Kkottongnae Congregation, and Ms. Alice Advincula, Center Adviser, expressed gratitude and shared inspirational messages.*

love to the poor as she shared a verse from the Holy Bible: “Whatever you did for one of the least of these brothers and sisters of Mine, you did for Me” (Matthew 25: 40).

Ms. Alice Advincula, PFCCP Adviser, showed an audio-visual presentation of the construction and the evolution of the Center. She also explained that the complex contains five buildings for receiving guests, a kitchen, bedrooms, a dining area, and maintenance facilities. She also introduced some of the senior citizens residing in the center.

CESB Executive Director Maria Anthonette Velasco-Allones thanked Kkottongnae and the senior citizens for welcoming the CESB and REAL delegates to the center and allowing them to share their blessings with them.

After the messages, the senior citizens were serenaded with Christmas songs by the Tanauan Assumption Parish Choir, while Executive Director Allones and REAL officials led by Department of Budget and Management (DBM) Regional Director Imelda C. Laceras distributed gifts to the elderly. Their delight and elation



*Archbishop John Du welcomed the CESB and REAL, Inc. officials in the Archbishop's Residence.*

while receiving their gifts were priceless.

As another gift to the center, Regional Director Laceras turned over to the Center Fifty Thousand Pesos (P50,000.00), which was generated from the REAL Dinner Show for a Cause conducted last September 2016. The amount is a big help, considering that the Center relies mostly on donations and personal solicitations for its day-to-day operations.



*DBM Regional Director and Real, Inc. President Imelda C. Laceras led the turnover of the funds generated from the REAL Dinner Show for A Cause conducted last September 2016.*

After sharing a hearty lunch, it was the elderly’s turn to entertain the guests. They put on their best clothes and dresses and rendered a well-practiced Christmas medley. Some of them even belted out individual performances, much to the delight of everybody.

As a parting message, Regional Director Laceras thanked everyone who made the outreach possible and encouraged everybody to continue praying to God for blessings.

The CESB and REAL ensured that, even for a day, the elderly felt the festive spirit brought upon by the holiday season. 🌐

# Initiating a wave of innovations through a single ripple



Possessing strategic managerial leadership, integrity, and ingenuity in initiating a novel policy that has improved her agency's operational processes, Department of Education (DepEd) Division of Batac City Schools Division Superintendent (SDS) Vilma D. Eda, *CESO IV*, was conferred the Career Executive Service Very Innovative Person (CES VIP) for the 3<sup>rd</sup> Quarter of 2016.

In January 2014, when the City of Batac became a separate division from Ilocos Norte, Vilma started as an Officer-in-Charge of the Office of the Schools Division Superintendent. During that period, she noticed that the utilization of Information and Communications Technology (ICT) in classroom instruction was rare, and the teaching strategies and methodologies used by teachers were conventional. Students were merely exposed to textbooks, blackboards, and other traditional teaching materials. In addition, the teachers' lack of readiness and knowledge on the use of ICT in the teaching and learning process concerned her.

Being an educator for more than two decades, Vilma knows the importance of integrating ICT into education, especially in these modern times. The influence of ICT, especially the Internet, is very evident. With this in mind, she thought of ways to reform the educational system in the City Schools Division of Batac (CDSB) to integrate ICT into educational activities.


Vilma took the lead in introducing the latest technology to her division. First, she spearheaded community-based programs, such as the monthly unity walk dubbed as "Walk for a Cause" and the annual "Dinner for a Cause." These programs raised enough funds to solve the problem on the unavailability of ICT gadgets and equipment.

She also helped strengthen community spirit and pushed its members to participate and contribute to be able to buy computer units and accessories. Vilma knew that in order to enhance ICT implementation in education, there should be active participation, initiative and good will of the schools and other institutions. The Batacuenos became active partners of the CDSB in fulfilling its advocacy of providing relevant ICT equipment for students.

Vilma understood that educators should be the main motivators of ICT implementation. To address the educators' unfamiliarity with the use of ICT in education, Vilma sent school teachers to compulsory seminars, trainings, and workshops to help them be more familiar and knowledgeable on ICT-based educational tools. The teachers were trained to use the latest technologies in their respective subject matters while maximizing the use of minimum available resources. As a result, the teachers are now well-versed in integrating ICT in the classroom setting. They can now develop their own websites and ICT-based support materials, may they be online or offline.

The tireless efforts of Vilma paved the way of setting up of RACHEL-PI in CDSB. RACHEL-PI is an offline server full of educational content from teaching curriculums, Khan Academy materials, Wikipedia, classic literature, reference material and textbooks, alongside vital community materials like medical and first aid textbooks. Since the program does not need internet connection, it was very helpful for students from far flung-schools who now do not need to travel far for educational resources.

Vilma also spearheaded the creation of CDSB Mobile Application Version 1.0, a mobile application for the City Schools Division of Batac to reach out to their stakeholders, staff, and the community.


Vilma's advocacy to develop ICT-based teaching strategies proved to be a turning point not only in their division.  6

## 1 | **CESB maintains ISO 9001...**

Lead auditor Eden D. Manuis and fellow auditor Manilyn Trollano of Tuv Nord Philippines, Inc. lauded the CESB for six good practices, as follows:


1. Orderliness and cleanliness of the work area;
2. Introduction of improvement programs in the organization such as employees' time recording, online system for Career Executive Service Performance Evaluation System (CESPES), facility improvement, among others;
3. Eligibility and Rank Appointment Division's operations;
4. Zero customer complaint as of time of audit;
5. Completeness of required documents in Internal Quality Audit (IQA); and
6. Management support and employees cooperation on the QMS implementation.

In 2010, the CESB obtained its ISO 9001 certification by the same certifying body. The ISO 9001, a Greek term which means "equal", was created by the International Organization for Standardization to aid organizations in effectively fulfilling requirements and enhancing customer satisfaction. In the same manner, the established QMS of the CESB seeks to ensure quality service with the highest standards demanded by the agency and expected by its client.

In partnership with the Development Academy of the Philippines (DAP), the CESB is in the course of expanding its ISO 9001 certification for all its processes, including those under its Professional Development and Performance Management and Assistance divisions. 


## 5 | **Initiating a wave of innovations...**

With its continuous conduct of ICT-based researches, the CSDB was hailed as the pioneer division in ICT integration in Region I. Numerous educators across the country have been benchmarking the division's practice of utilizing ICT in the educative process to facilitate effective teaching and better quality of learning for the students.

One of the important challenges for educators today is their continuation as the backbone of society, providing the knowledge and educating young people for addressing complex global challenges and substantial improvement of a new generation learners and offers opportunities for originality in idea development and use, including innovations. With Vilma at the helm, the City Schools Division of Batac need not worry on the quality of education they provide to their students. 

# 312 Officials hurdle 4<sup>th</sup> quarter CES WE

Three hundred twelve (312) officials from public and private agencies nationwide took the CES Written Examination (CES WE) last December 4, 2016. This was held simultaneously in three (3) testing centers, namely, University of the Philippines - National College of Public Administration and Governance (UP-NCPAG), Quezon City; San Pedro College (SPC), Davao City and University of Cebu (UC), Cebu City. More than 60% or 201 out of 312 officials took the exam in Quezon City testing center, 60 (or 19.23%) in Davao City and 51 (or 16.35%) in Cebu City.

Results of the December 4 CES WE (list of passers) will be announced through the CESB website ([www.cesboard.gov.ph](http://www.cesboard.gov.ph)) not later than the first week of February 2017. Notice of ratings will also be sent to individual examinees via e-mail or regular mail. 



(From left to right: University of the Philippines, Q.C., San Pedro College, Davao City and University of Cebu, Cebu City)

## CES WRITTEN EXAM SCHEDULE FOR 2017

DATE OF EXAM	TESTING CENTER	DEADLINE FOR FILING
MARCH 5 (Sunday)	Quezon City, Cebu, Davao	February 3
JUNE 4 (Sunday)	Quezon City, Cebu, Davao	May 5
SEPTEMBER 3 (Sunday)	Quezon City, Cebu, Davao	August 4
DECEMBER 3 (Sunday)	Quezon City, Cebu, Davao	November 3

## ASSESSMENT CENTER SCHEDULE FOR 2017

JANUARY 21(Saturday) JANUARY 22 (Sunday)
FEBRUARY 18 (Saturday) FEBRUARY 19 (Sunday)
MARCH 18 (Saturday) MARCH 19 (Sunday)
APRIL 22 (Saturday) APRIL 23 (Sunday)



# NEW ELIGIBLES

CONFERRED THROUGH  
RESOLUTION NO. 1313  
DECEMBER 14, 2016

**BUDENG, FERDINAND LAZARO D.**  
Colonel / Chief, Governance and Strategy  
Management Office  
Philippine Army  
Armed Forces of the Philippines

**JALLORINA, RODNEY L.**  
Local Government Operations Officer V  
Department of the Interior and Local  
Government

**NARAG, MA. SOFIA G.**  
Chief Administrative Officer/Officer  
-in-Charge  
Office of the Provincial Director  
Department of Trade and Industry  
Quirino Province

**OLIVA, REGAL M.**  
City Treasurer  
Local Government Unit  
Mandaue City

**PINEDA, RYAN DARYL G.**  
HR Business Partner and Labor Relations  
Manager  
Bayer Philippines, Inc.



## 2017 CESB Training Calendar



PROGRAM	DATE
Paglaum Training Workshop	January 24-25
HR Fellowship and Learning Session	February 17
CES Leadership Conclave	February 21
SalDiwa 33	February 27-March 13
CES Club	March 24