

MANAGEMENT (MONITORING AND EVALUATION) OF NPO'S: FREE STATE DEPARTMENT OF SOCIAL DEVELOPMENT

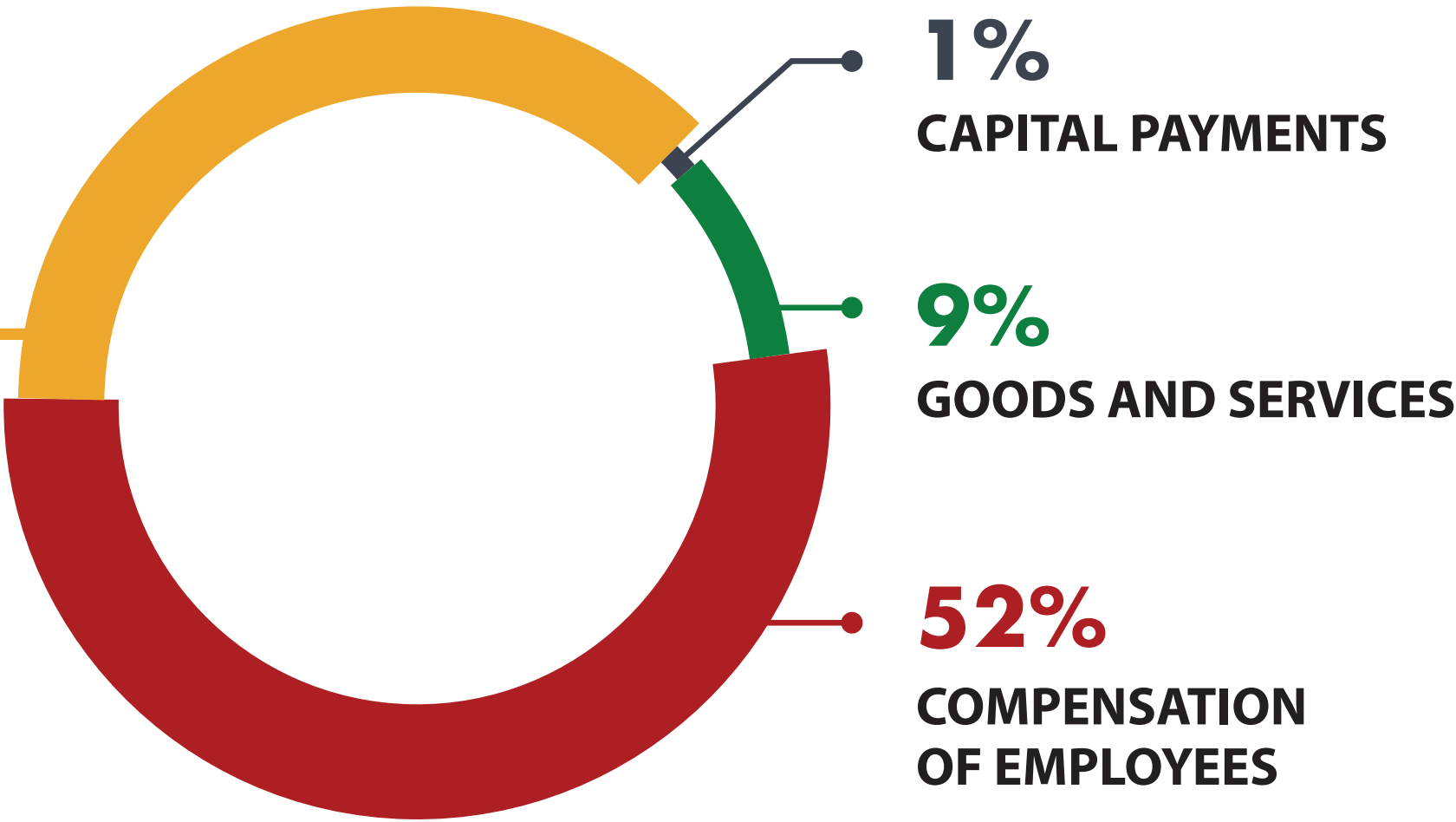
Compiled by H. I. Josiah using data from 2018/19 BAS and 2019/20 - 2022/2023 ENE forecasts

STUDY CONTEXT

A look into how to improve the funds disbursement process in the Free State social development program and ensure consistent service delivery by partners (NPOs).

BACKGROUND

THE DEPARTMENT OF SOCIAL SERVICES TRANSFERS **R506 MILLION (37%) TO NPOS** OUT OF A TOTAL BUDGET ALLOCATION OF **R1.3 BILLION** FOR 2019/20 TO DELIVER SERVICES TO THE VULNERABLE



“I was unable to obtain sufficient appropriate audit evidence for the reported achievements of the indicators listed below. This was due to inadequate systems and processes that enable reliable reporting of actual service delivery.”

Auditor General
2018/19 Management Report of the department

THE CHALLENGES FACED BY THE DEPARTMENT AT DIFFERENT LEVELS INCLUDE, BUT IS NOT RESTRICTED TO:

CHALLENGES WITH MANAGEMENT OF THE FUNDING CYCLE, **NPO'S REFUSING TO SIGN MOA'S, LATE PAYMENTS TO NPO'S** AFFECTING SERVICE DELIVERY AND REPORTING

LACK OF CAPACITY BUILDING OF NPO'S THAT RESULT IN NON-COMPLIANCE BY NPO'S

Insufficient capacity to manage and **monitor the partnership** arrangements with NPO's



INADEQUATE FUNDING OF NPO'S

 Lack of role-clarification and coordination between the different role-players

CAPACITY CONSTRAINTS OF M&E PERSONNEL: **14 OFFICIAL MONITOR 1783 NPOS INSTEAD OF 38** NO MANAGEMENT INFORMATION SYSTEM, **POOR RECORD KEEPING** AND POOR RELATIONSHIPS WITH NPOs

RECOMMENDATIONS

- To improve the funding framework and monitoring cycle
- Adopt guideline and timelines as set out in **NTGMT**
 - Facilitate capacity building workshops with **NPOs**
 - Role-clarification in terms of the different role-players in the management of **NPO's**