



REGION I

CITIZEN'S CHARTER

REVISED 2018

NEW SHARED VISION

A strongly determined and highly trusted Department committed to capacitate and nurture local government units, public order and safety institutions to sustain peaceful, progressive, and resilient communities where people live happily.

MISSION

The Department shall promote peace and order, ensure public safety, strengthen capability of local government units through active people participation and a professionalized corps of civil servants.

MANDATE

To promote peace and order, ensure public safety and further strengthen local government capability aimed towards the effective delivery of basic services to the citizenry.

DILG BRIEF HISTORY

The present Department of the Interior and Local Government (DILG) traces its roots from the Philippine Revolution of 1897. On March 22, 1897, the Katipunan Government established the first Department of Interior at the Tejeros Convention.

A revolutionary government was also established at that time and the new government elected General Emilio Aguinaldo as President and Andres Bonifacio as Director of Interior, although Bonifacio did not assume the post. At the Naic Assembly held on April 17, 1897, President Aguinaldo appointed General Pascual Alvarez as Secretary of the Interior.

The Department of Interior was enshrined in the Biak-na-Bato Constitution signed on November 1, 1897. Article XV of the said Constitution defined the powers and functions of the Department that included statistics, roads and bridges, agriculture, public information and posts, and public order.

As the years of struggle for independence and self-government continued, the Interior Department became the premier office of the government tasked with various functions ranging from supervision over local units, forest conservation, public instructions, control and supervision over the police, counter-insurgency, rehabilitation, community development and cooperatives development programs.

In 1950, the Department was abolished and its functions were transferred to the Office of Local Government (later renamed Local Government and Civil Affairs Office) under the Office of the President. On January 6, 1956, President Ramon Magsaysay created the Presidential Assistant on Community Development (PACD) to implement the Philippine Community Development Program that will coordinate and integrate on a national scale the efforts of various governmental and civic agencies to improve the living conditions in the barrio residents nationwide and make them self-reliant.

In 1972, Presidential Decree No. 1 created the Department of Local Government and Community Development (DLGCD) through Letter of Implementation No. 7 on November 1, 1972. Ten years later or in 1982, the

DLGCD was reorganized and renamed Ministry of Local Government (MLG) by virtue of Executive Order No. 777; and in 1987, it was further reorganized and this time, renamed Department of Local Government (DLG) by virtue of Executive Order No. 262.

Again, on December 13, 1990, the DLG underwent reorganization into what is now known as the Department of the Interior and Local Government (DILG) by virtue of Republic Act No. 6975. The law also created the Philippine National Police (PNP) out of the Philippine Constabulary-Integrated National Police (PC-INP), which, together with the National Police Commission, was integrated under the new DILG, the Bureau of Fire Protection, Bureau of Jail Management and Penology and the Philippine Public Safety College; and absorbed the National Action Committee on Anti-Hijacking from the Department of National Defense (DND).

The passage of RA 6975 paved the way for the union of the local governments and the police force after more than 40 years of separation.

Today, the Department faces a new era of meeting the challenges of local autonomy, peace and order, and public safety.

Source: dilg.gov.ph

DILG REGION I CREED

We believe in God, the Divine Providence, Our source of wisdom and strength who guides us and inspires us in all our endeavors.

We believe that the Philippines is home for God- centered , highly innovative, resourceful, peace loving and free Filipinos who work collectively towards a common goal amidst cultural and religious diversities.

We believe that Region I is endowed with abundant natural resources, developed and harnessed by its people to sustainably respond to the needs of its present and future generations.

We believe that the LGUs are responsible for and capable of developing vibrant, orderly, safe and globally competitive communities propelled by dedicated, responsive and accountable local leaders.

We believe that the highly motivated, industrious, persistent, adventurous and strongly empowered people of Region I meaningfully participate in local governance and benefit from the fruits of development.

We believe that the DILG Region I, the primary catalyst for excellence in local governance is under the stewardship of caring; leaders who respect human dignity and integrity, provide equal opportunities for career growth, ensure equitable distribution of responsibilities and give due recognition and reward for exemplary performance.

We believe that the DILG personnel of Region I, is a credible, accountable, highly-visible, competent, committed and spiritually-endowed team that move towards enhancing the image of public service and creating a significant reference in the lives of people.

DILG REGIONAL OFFICE I FRONTLINE SERVICES

- I.** REQUEST FOR AUTHORITY TO PURCHASE VEHICLE
See P.5

- II.** ISSUANCE OF CERTIFICATION OF COMPLIANCE TO
FULL DISCLOSURE POLICY (FDP) FOR ENDORSEMENT
TO CENTRAL OFFICE
See P.6

- III.** ENDORSEMENT OF APPLICATION FOR SCHOLARSHIP
GRANTS / STUDY LEAVE
See P.7

- IV.** PROVISION OF LEGAL OPINION
See P.8

- V.** REQUEST FOR DEATH BENEFIT FUNDING ALLOCATION
See P.9

- VI.** RELEASE OF DEATH BENEFIT CLAIMS AND FUND TO
THE PROVINCIAL OFFICE
See P.10

Request for Authority to Purchase Vehicle

Duration: 8 Hours

Responsible Division: Local Government Monitoring and Evaluation Division (LGMED)

Service Description: Favorable endorsement of LGU request for the issuance of authority to purchase motor vehicle to DILG Central Office or Department of Budget and Management (DBM).

Who may avail: All LGUs

Requirements:

Original LCE Letter-request stating the purpose for which the vehicle will be used and deployed, No. of units to be purchased, type of vehicle and specification (no. of cylinders , fuel, engine displacement);

1. Original Certificate of Availability of Funds (CAF) from LGU Accountant, Budget Officer or Treasurer
 2. Certified True Copy Appropriation Ordinance or Sanggunian Resolution approving the purchase; and;
 3. Original Updated Inventory of Existing Motor Vehicles showing their status/conditions/ worthiness using prescribed template duly signed by the Property Custodian or Supply Officer
- Availability of Service: Monday to Friday 8:00 am to 5:00 pm (No Noon Break)
Fees: No payment required

How to avail of the Service:

RESPONSIBILITY			DURATION
CLIENT	OFFICE	PERSON IN CHARGE	(8 HOURS)
1. Submits request and supporting documents	1. Receiving clerk (stamp RECEIVED), records and forwards the documents to ORD.	RUBY CATHERINE A. APILADO / FRANCISCO P. FABIE	1 hour
	2. ORD receives and records documents and routes it to the LGMED.	JULIE ANN B. QUILATES	
	3. Person in charge evaluates the documents and prepares the endorsement letter	VIDA J. GONZALES / ALDRIN D. NOLASCO	4 hours
	4. The Division Chief reviews and affixes his/her initials	RHODORA G. SORIANO / LESLIE CAROL L. ISIP	1 hour
	5. Regional Director signs the endorsement letter and returns the same to division concerned	REGIONAL DIRECTOR / ASSISTANT REGIONAL DIRECTOR / In-Charge of Office	1 hour
2. Client receives the signed endorsement including the attached documents.	6. Records personnel records and forwards the duly signed Endorsement, including the attached documents to DILG Central Office (funded by LGU); DBM Regional Office 1 (National Government Fund – GAA) or releases to client (upon request)	RUBY CATHERINE A. APILADO / FRANCISCO P. FABIE	1 hour

Issuance of Certification of Compliance to Full Disclosure Policy (FDP) for Endorsement to Central Office

Duration: 3 Days 3 Hours

Responsible division: Local Government Capability and Development Division (LGCCD)

Service Description: Favorable endorsement to DILG Central Office the request from the concerned province/city/municipality that intends to avail a loan and/or for the purpose of accessing other national program windows.

Who may avail: All Provinces, Cities, and Municipalities thru the FDP Focal Persons

Requirements:

1. Letter request stating the purpose; and,
2. Certification of Compliance to FDP issued by DILG Provincial Offices attested by Civil Society Organization.

Availability of Service: Monday to Friday 8 am to 5 pm (No Noon Break)

Fees: No payment required

How to avail of the Service:

RESPONSIBILITY			DURATION
CLIENT	OFFICE	PERSON IN CHARGE	(3 Days 3 Hours)
1. Submits letter request and requirements to receiving officer.	1. Receiving clerk (stamp RECEIVED) records and forwards the documents to ORD.	RUBY CATHERINE A. APILADO / FRANCISCO P. FABIE	1 hour
	2. ORD receives and records documents and routes it to the LGCCD.	JULIE ANN B. QUILATES	
	3. Focal person prepares data requirements (DCF, Certification and M & E Tool) for onsite and requires Province to provide the name of the CSO who will join the FDP validation	AMILY D. DULAY	1 day
	4. Focal Person thru the PO coordinates with the LGU of the incoming validation (attested by CSO)	AMILY D. DULAY -	1 hour
	5. Focal Person conducts an onsite validation in the three (3) Conspicuous Places in the LGU for the two (2) preceding quarters of the current year together with the CSO.	AMILY D. DULAY	1 DAY
2. Client receives the signed endorsement including the attached documents. (upon request)	6. Focal Person prepares an indorsement to the CO for the Issuance of FDP Certificate to the LGU.	AMILY D. DULAY	
	Note: Waiting time for the Issuance of FDP Certificate will be three weeks.	BLGS	
	7. Region to provide a copy of the issued FDP Certificate to the province for immediate dissemination to the LGU.	AMILY D. DULAY	1 hour

Endorsement of Application for Scholarship Grants /Study Leave

Duration: 8 Hours *

Responsible Division: Local Government Capability Development Division (LGCCD)

Service Description: Local Officials and LGU employees application for Scholarship Grants to ensure that the grants shall be in accordance with the terms and conditions of the program/grants. Favorable endorsed application for Scholarship Grants

Who may avail: Local Government officials and employees.

Requirements:

The complete documents should reach the Local Government Academy or DILG Central Office before the prescribed deadline.

Common requirements for scholarships

1. Endorsement from the DILG Regional Director, Provincial Director / City Director
2. LCE's endorsement
3. Certificate of no pending administrative and/or criminal case, ;
4. Resume with 2x2 picture;
5. Transcript of Records –Certified true copy
6. List of Seminars/ Trainings attended
7. Updated Service Records
8. Certified Actual Duties and responsibilities relevant to the course/ program
9. Performance Ratings for the last two (2) rating periods , January—June and July to December (Certified true copy)
10. Certificate of No pending nomination in local and/or Foreign Scholarship Grants
11. Statement of direct benefits derived from scholarship grant

Availability of Service: Monday to Friday 8 am to 5 pm (No Noon Break)

Fees: No payment required

How to avail of the Service:

RESPONSIBILITY			DURATION
CLIENT	OFFICE	PERSON IN CHARGE	(8 HOURS)
1. Submits letter request and supporting documents	1. Receiving clerk (stamp RECEIVED), records and forwards the documents to ORD.	RUBY CATHERINE A. APILADO / FRANCISCO P. FABIE	1 hour
	2. ORD receives and records documents and routes it to the LGCCD.	JULIE ANN B. QUILATES	
	3. Person in charge evaluates the documents and prepares the endorsement letter	DIOSDADO M. MENDOZA	4 hours
	4. The Division Chief reviews and affixes his/her initials	PEDRO G. GONZALES	1 hour
	5. Regional Director signs the endorsement letter and returns the same to division concerned	REGIONAL DIRECTOR / ASSISTANT REGIONAL DIRECTOR / In-Charge of Office	1 hour
2. Client receives the signed endorsement including the attached documents. (upon request)	6. Records personnel records and releases the duly signed Endorsement, including the attached documents to DILG Central Office	DIOSDADO D. MENDOZA	1 hour

* DOCUMENTS ARE CORRECT AND COMPLETE

Provision of Legal Opinion

Duration: 5 – 15 Days*

Responsible Division: Legal Unit

Service Description: Provision of Legal Opinion on local governance administration and related concerns

Who May avail: Local Officials, functionaries and citizens

Requirements:

1. Original copy of the written request
2. Relevant documents on the request, if any

Availability of Service: Monday to Friday, 8 am to 5 pm (No Noon break)

Fees: No payment required

How to avail of the Service:

RESPONSIBILITY			DURATION
CLIENT	OFFICE	PERSON IN CHARGE	(5 – 15* DAYS)
1. Submits query together with relevant documents, if any	1. Receiving clerk (stamp RECEIVED), records and forwards the documents to ORD.	RUBY CATHERINE A. APILADO / FRANCISCO P. FABIE	1 hour
	2. ORD receives and records query and routes it to the ORD-Legal Unit.	JULIE ANN B. QUILATES	
	3. Legal Unit acts/ research on the query and prepares legal opinion for endorsement to DILG-CO or direct to the client.	ATTY. JOSEPH O. APOLONIO	5 days
	4. RD signs legal opinion or endorsement.	REGIONAL DIRECTOR / ASSISTANT REGIONAL DIRECTOR / In-Charge of Office	1 hour
2. Receives update from RO	5. Records personnel logs and releases legal opinion or endorsement.	RUBY CATHERINE A. APILADO / FRANCISCO P. FABIE	1 hour

*5 days – Simple cases; 15 days – Complex cases

Request for Death Benefit Funding Allocation

Duration: 1DAY 3 HOURS & 15 MINUTES FOR REGION ONLY

Responsible Division: Local Government Capability Development Division (LGCDD)

Service Description: Favorable endorsement of request for Death Benefit funding allocation to DILG Central Office with complete supporting documents.

Who may avail: Beneficiaries of deceased Barangay officials.

Requirements:

1. Application of Death Benefit Claims (DBC Form –001) in three(3) copies;
 2. Certified true copy of Death Certificate of deceased Barangay Officials;
 3. Certified true copy of marriage contract (if the claimant is the spouse of the deceased barangay official);
 4. Certified true copy of the Birth Certificate of the Claimant if the son or daughter of the deceased Brgy. Official;
 5. Certified true copy of the birth certificate of the deceased or affidavit of two (2) disinterested parties; if the deceased Brgy. Official is single and the claimant is his surviving parent/brother/sister;
 6. Affidavit of guardianship, if the claimant is minor;
 7. Special Power of Attorney, authorizing one of the legal beneficiaries to claim the benefit.
 8. Photocopy of the government issued Identification card, such as Voter’s ID, Driver’s License, Postal ID, or a certification from the Barangay that he/she is a resident of the said Barangay.
- Availability of Service: Monday to Friday, 8am to 5pm (No Noon Break)

Fees: No payment required

How to avail of the Service:

RESPONSIBILITY			DURATION
CLIENT	OFFICE	PERSON IN CHARGE	(1 DAY 3 HOURS & 15 MINUTES)
	REGIONAL OFFICE	RUBY CATHERINE A. APILADO / FRANCISCO P. FABIE	10 minutes
	1. Records Unit of the Region receives the endorsed DBC FROM THE Provincial Offices and forwards to ORD		
	2. ORD receives and records query and routes it to the LGCDD.	JULIE ANN B. QUILATES	20 minutes
	3. Regional Focal Person reviews, evaluates the completeness of DBCs and prepares consolidated list thereof;	DIOSDADO M. MENDOZA	1 hour
	4. Prepares endorsement to NBOO for signature of the RD;	PEDRO G. GONZALES / DIOSDADO D. MENDOZA	30 minutes
	5. RD signs the endorsement and returns the same to RFP;	REGIONAL DIRECTOR / ASSISTANT REGIONAL DIRECTOR / In-Charge of Office	1 hour
	6. RFP forwards the endorsement to Records Unit for submission to NBOO;	DIOSDADO D. MENDOZA	1 day & 15 minutes

Release of Death Benefit Claims and Fund to the Provincial Offices

Duration: 1 DAY 5 HOURS & 5 MINUTES

Responsible Division: Finance and Administrative Division (FAD)

Service Description: : Release of Death Benefit Claims to the beneficiaries of deceased barangay officials.

Who may avail: Beneficiaries of deceased Barangay officials

Requirements:

1. List of Claimants covered by Fund allocation from NBOO and FMS
2. Sub-allotment Release Order and Notice of Transfer allocation

Availability of Service:

Fees: No payment required

NOTE: Region I downloads the DBC Funds to the Provincial Offices thus payment or release of DBC Claims will be done at the Provincial Offices.

How to avail of the Service:

RESPONSIBILITY			DURATION
CLIENT	OFFICE	PERSON IN CHARGE	(1 DAY 5 HOURS & 5 MINUTES)
	1. Accounting Staff reviews the funded claims versus the list of claimants endorsed to NBOO and prepares the Disbursement Vouchers and Obligation Request Slip with the copy of the list of claimants.	SETY ZORAYDA S. PEREZ	3 hours & 5 minutes
	2. FAD Chief reviews and signs the DV and ORS and forwards to Budget Section/ FAD	ALICA C. BANG-OA	30 minutes
	3. Budget Section processes, provides funding and forwards to Accounting Section;	MERCEDES C. LLANES	3 hours
	4. Accounting Section process and forwards to Regional Director for approval ;	SETY ZORAYDA S. PEREZ	3 hours
	5. The Regional Director approves and forwards the claim to Cash Section;	REGIONAL DIRECTOR / ASSISTANT REGIONAL DIRECTOR	1 hour
	6. The Cash Section prepares the LDDAP and bank advice and submits the same to the bank;	LORELIE H. CAOILE	3 hours
	7. Cash Section Informs the Provinces of the LDDAP of the availability of signed checks;	LORELIE H. CAOILE	30 minutes

DIRECTORY OF OFFICIALS

<i>Name</i>	<i>Designation</i>	<i>Contact Information</i>	<i>Office Address</i>	<i>Email Address</i>
James F. Fadrilan, CESO III	Regional Director	(072) 888-2294	Aguila Rd., Sevilla, San Fernando City, La Union	dilg_r1@yahoo.com
Victoria H. Ramos, CESO V	Assistant Regional Director	(072) 888-2108 (072) 607-4468	Aguila Rd., Sevilla, San Fernando City, La Union	dilg_r1@yahoo.com
Reggie R. Colisao, CESO V	Provincial Director, Ilocos Norte	(077) 772-0134 (077) 772-3003	Laoag City, Ilocos Norte	ilocosnortedilg@gmail.com
Virgilio P. Sison, CESE	Acting Provincial Director, Ilocos Sur	(077) 632-0862	Bantay, Ilocos Sur	dilg_isur@yahoo.com
Paulino G. Lalata Jr., CESO V	Provincial Director, La Union	(072) 888-2165 607-7169	Aguila Rd., Sevilla, San Fernando City, La Union	dilg_lupo07@yahoo.com.ph
Agnes A. De Leon, CESO V	Provincial Director, Pangasinan	(075) 542-6077 (075) 542-5003	Lingayen, Pangasinan	pangdilg@gmail.com
Alicia C. Bang-oa	Chief, FAD	(072) 607-4470	Aguila Rd., Sevilla, San Fernando City, La Union	dilg_r1_asd@yahoo.com
Pedro D. Gonzales	Chief, LGCDD	(072) 888-2289	Aguila Rd., Sevilla, San Fernando City, La Union	dilg_r1_tsd@yahoo.com
Rhodora G. Soriano	Chief, LGMED	(072) 607-4469	Aguila Rd., Sevilla, San Fernando, City, La Union	dilg_r1_osd@yahoo.com
Atty. Joseph O. Apolonio	Atty. IV	(072) 888-2294	Aguila Rd., San Fernando City, la Union	dilg_r1@yahoo.com
Engr. Sharwyn M. Sangel	Chief, PDMU	(072) 607-1531	Aguila Rd., San Fernando City, La Union	pdmunit2013@yahoo.com

REDRESS AND FEED BACK MECHANISM

We are committed to provide high quality services to our clients. However, if and when you feel that we have not provided the expected service, we encourage you to undertake the following:

STEP 1

You may present your concern directly to the person responsible or in case you do not want to do so, please discuss the matter with the Chief Administrative Officer (CAO).

STEP 2

In case you are not satisfied with the result of STEP 1, you may request the CAO to:

- a) Arrange a dialogue with the person responsible; or
- b) Refer you to the Division Chief concerned who shall call the attention of the person responsible to discuss the matter with you.

STEP 3

If you are fully satisfied with the action taken, you may personally bring this matter to the Regional Director or Assistant Regional Director or write a letter and send it to:

**Department of the Interior and Local Government Regional Office I
Aguila Road, Sevilla,
City of San Fernando, La Union 2500**

Official Website: **region1.dilg.gov.ph**

Email Address: **dilg_r1@yahoo.com / dilg1uno@gmail.com**

Fax Nos.: **(072) 888-2294 / 888-2108**

Telephone Nos.: **(072) 607-4468 to 70/ 888-3106 / 888-2289**

Client's feedback forms are available at the lobby beside the suggestion box. Please take time to fill up the form and drop at the suggestion box located at the lobby. We welcome your observations and recommendations to improve our service.

CLIENT'S FEEDBACK FORM

It was an honor and pleasure to have served you. Since we want to serve you better, please accomplish this form by checking the appropriate space and drop it in the suggestion box located at the lobby.

Name (Optional): _____

Address: _____

Service Availed: _____

THE OFFICE

YES

NO

Is the office easy to locate? _____

Is there an appropriate signage of direction? _____

Is the office clean and orderly? _____

Did you feel comfortable? _____

THE PERSON-RESPONSIBLE

Is the person-responsible available? _____

Is the person-responsible knowledgeable? _____

Is the person-responsible facilitative? _____

Is the person-responsible friendly and accommodating? _____

Is the person-responsible in proper dress code and wearing & ID? _____

THE SERVICE

What is the level of your satisfaction on the quality of service rendered?

_____ Highly Satisfied

_____ Moderately Satisfied

_____ Satisfied

_____ Slightly Satisfied

_____ Not Satisfied

What is the level of your satisfaction on the time allocation in acquiring the service?

_____ Highly Satisfied

_____ Moderately Satisfied

_____ Satisfied

_____ Slightly Satisfied

_____ Not Satisfied

Comments/Suggestions/Complaints:

Thank you very much.

Note: This Form is available at the lobby beside the suggestion box.

PERFORMANCE PLEDGE

WE, the officials and employees of the
DILG Regional Office I pledge to:

Deliver quality service to our clients with the
highest degree of professionalism, integrity
and impartiality;

Be credible, highly-visible, competent, accountable,
committed, and spiritually-endowed to enhance
image of public service and create a significant
difference in the lives of our people.

With the Divine Providence who gives us strength
and wisdom in rendering what is best for our
clienteles, for these, in unison we proudly say,

"Sa Diyos, Sa Tao, Serbisyong Totoo!"

MATINO, MAHUSAY at MAASAHANG KAGAWARAN

para sa Mapagkalinga at Maunlad
na Pamahalaang Lokal

Siya si Ana

Siya ay...

- ✓ Nakakatapos ng kanyang trabaho bago mag-deadline
- ✓ May pagkukusa at mabilis umaksiyon
- ✓ Hindi nale-late at hindi rin pala-absent
- ✓ Walang pinipiling oras pagdating sa trabaho kapag hinihiling ng pagkakataon
- ✓ May malasakit sa kapwa at sa kanyang bayan

Siya ay **MAASAHAN**



Ang panata nina Isko, Isay, at Ana ay maging bahagi ng pagpapaunladng ating bayan.

**'Yan ang tatak
DILG!**

Siya si Isko

Siya ay...

- ✓ May isang salita, may prinsipyo, may integridad at disiplina sa trabaho
- ✓ Tapat, magalang at mapagkakatiwalaan
- ✓ Hindi tumatanggap ng suhol
- ✓ Hindi nagsasayang ng oras sa trabaho

Siya ay **MATINO**



Siya si Isay

Siya ay...

- ✓ Maabilidad sa trabaho
- ✓ Mabilis matuto at bihasa sa gawain
- ✓ Hindi nakukuntento sa 'pwede na' at 'bahala na'
- ✓ Marunong makisalamuha sa iba't ibang uri ng tao
- ✓ Nagbibigay ng tama at maayos na serbisyong publiko

Siya ay **MAHUSAY**



THE NEW DILG LOGO



Our logo unifies and embodies our organization. The logo type is a combination mark wherein an emblem is used to represent the whole logo. At the heart of the logo is the acronym of the Department, DILG, written in black for easy recognition and as a strong manifestation of its steadfast commitment to promote peace and order, ensure public safety, and strengthen the capability of local governments. The said acronym is prominently placed over the Map of the Philippines at the center, representing the country's national territory and comprising all local government units which are under the general supervision of the Department.

The People corresponds to the (18) regions of the country, including the Autonomous Region of Muslim Mindanao (ARMM). While the shield completing the circle represents the interior sector or the peace and order and public safety sectors. The two symbols are placed alternately to underscore the need for both sectors to work together and bring peaceful and progressive communities to the country.

Isko, Isay, and Ana embody the Department of the Interior and Local Government (DILG) personnel's key personality traits that are stated in the DILG Brand Identity Manual (BIM). The BIM will be the guide in developing policies, standards, guidelines, templates and tools for the development of DILG communication plan and communication programs including messages and information, education and communication materials