

XXI. DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

A. OFFICE OF THE SECRETARY

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Improved capacity and increased opportunities for the poor, vulnerable and the disadvantaged sector

ORGANIZATIONAL OUTCOME

1. Well-being of poor families improved
2. Rights of vulnerable sector promoted
3. Services of licensed private social welfare agencies improved
4. Delivery of coordinated social welfare programs by the Local Government Unit improved

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Advocacy – involves setting the environment for the effective engagement of various stakeholders and intermediaries towards an active participation to social protection issues and actions.

This includes:

- a. Implementation of an advocacy plan to support the Department's legislative agenda in coordination with the offices / bureaus / services / units (OBSUs) and field offices and concerned stakeholders; and
- b. Monitoring and lobbying for the immediate approval and enactment of SWD priority legislative measures including the SWDAs Act, the Public Solicitation Act and the Philippine Adoption Code.
2. Convergence – is a strategy of pooling together the efforts and resources from various stakeholders – government, private sector, non-government and people's organizations and other members of civil society to address the needs of the poor and the disadvantaged. Specifically, the Department seeks to:
 - a. Operationalize convergence of DSWD poverty reduction programs (Tatsulo) and protective services, i.e. Social Pension, Supplementary Feeding, Government Internship Program for Youth (GIP) and other center-based and community-based programs; and
 - b. Explore the expansion of Sustaining Interventions in Poverty Alleviation and Governance (SIPAG) Project in the case management of Pantawid Pamilya households.
3. Multi-sectoral approach to deliver basic social services to the poor – is the creation of opportunities for partnerships with other sectors. This would involve:
 - a. Expanding public-private partnerships through the BANTAY, TULAY, GABAY and KAAGAPAY framework in the implementation of social protection programs;
 - b. Enhancing capacity to generate and manage technical assistance (TA) and other resources covered by loans, grants and special agreements; and
 - c. Facilitation of access to TA grants in support of core social protection programs.
4. Capacity Building – involves provision of the technical assistance or resource augmentation to different stakeholders / intermediaries such as local government units, non government organizations and people's organizations to improve the implementation of social protection programs and projects. Specifically, it will be done through:
 - a. Continuous capacity building program for Municipal Social Welfare and Development Officers (MSWDOs) in convergence areas.
5. Improving Delivery System and Capacities – involves continuing improvement of the knowledge management system and management information of the Department for easy access by partners and intermediaries. This would include the following:
 - a. Institutionalization of the Unified Results Based Monitoring and Evaluation System that will keep track of the progress and evaluate the Department's performance in achieving its targets;
 - b. Development of feedback systems for intermediaries, CSOs and legislators in developing services related to policy, technical assistance and resource augmentation;

- c. Maintenance of reliable and comprehensive data in all sectors (trafficked persons, children in conflict with the law (CICL), persons with disabilities (PWD) and senior citizens); and
- d. Fully implement an integrated and interoperable information and system for frontline and back office support services and provide greater access to our partners and publics to the vital data and information they need.
- 6. Quality Management System - Maintain and sustain the established Quality Management System (QMS) ISO Certified (9001: 2008) in the provision of regulatory services of the DSWD Specifically the frontline services of the Department such as registration, licensing and accreditation of SWDAs.
- 7. Performance Governance System - Balanced Scorecard

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2017 TARGETS
Well-being of poor families improved		
% of Pantawid Pamilya families uplifted from survival to subsistence	49,729 families under survival level; 315,682 under subsistence	33,238 families
% of Pantawid Pamilya families uplifted from subsistence to self-sufficiency	389,327 families under self-sufficiency level	803,789 families
% of poor families provided with two (2) or more Social Welfare and Development (SWD) services	79.05% (4,154,159 out of 5,255,118 poor households)	90%
Rights of vulnerable sector promoted		
% of malnourished children in Day Care Centers with improved weight	97.69% (218,453 out of the 223,623 severely underweight and underweight DCC beneficiaries in 4th Cycle-SY 2014-2015 improved weight after 120 feeding days	90%
% of Clients in residential care facilities rehabilitated	60.39% (18,208 out of 26,240 clients)	50%
Services of licensed private social welfare agencies improved		
% of licensed private social welfare agencies (SWAs) with accreditation increased	28.2% (394 out of 1,395)	10% points increase against previous year
	4.8 percentage points	
	increase against previous year	
% of accredited private social welfare agencies under Level 1 move to Level 2	To be determined	5%
% of Accredited LGU-managed facilities increased	Residential Facilities - 24.6% (50 out of 203)	15% points increase against previous year
	12.8% points increase against previous year	
	Senior Citizens Centers- 28.1% (246 out of 876) 0.2% points decrease against previous year	5% points increase against previous year
	Day Care Centers - 4,831	15% points increase against previous year
	DCCs accredited	

Delivery of coordinated social welfare programs by the Local Government Unit improved

% of LGUs with fully-functional Local Social

Welfare Program (LSWDO) by the LGUs improved

8,58% (91 fully functioning
LSWDOs out of 1,061 LGUs
assessed

25% (262 Fully functioning
LSWDOs out of 1,061 LGUs
assessed)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

2017 Targets

MFO 1: SOCIAL PROTECTION POLICY SERVICES

No. of policies updated, issued and disseminated	28
Average % of intermediaries and other stakeholders that rate policies as good or better	90%
% of policies that are updated, issued and disseminated in the last three (3) years	98%

MFO 2: SOCIAL PROTECTION SERVICES

No. of persons provided with residential care	18,168
No. of individuals assisted (non-residential)	4,913,047
No. of families assisted (non-residential)	389,053
Centers and Institutions	
No. of beneficiaries served at the facilities	19,076
Community-based	
No. of beneficiaries served through statutory programs and services	48,120
Clients served at Crisis Intervention Unit (CIU)	103,843
Non-residential services	1,043
Average % of assisted persons for the last three (3) years who were found ineligible (no more than averaged 5%)	4%
% of policies that are updated, issued and disseminated in the last three (3) years	92%
% of applications for residential assistance that are processed within 24 hours	100%
Pantawid Pamilyang Pilipino Program (Conditional Cash Transfer)	
No. of household beneficiaries	4,402,253
No. of regular and modified conditional cash transfer household beneficiaries	3,084,523
Provision of rice assistance for the household beneficiaries	4,400,000
No. of transitioning household beneficiaries	1,315,477
Supplementary Feeding Program	
No. of Day Care/School Children provided with supplementary feeding	1,746,199
Recovery and Reintegration Program for Trafficked Persons	
No. of trafficked persons assisted	2,000
Social Pension for Indigent Senior Citizens for Ages 60 and Above	
No. of indigent senior citizens with social pension for ages 60 and above	2,809,542
Sustainable Livelihood Program	
No. of families served through Microenterprise Development	170,470
No. of families facilitated for employment	211,508
Disaster Relief Operations	
No. of family beneficiaries provided with relief assistance	

Families As the need arises

Individuals As the need arises

MFO 3: CAPACITY BUILDING SERVICES

No. of persons provided with training services	7,892
% of trainees who rate training courses satisfactory or better	90%
% of training courses completed as designed	100%
No. of LGUs and other intermediaries provided with technical assistance	811
% of intermediaries who rate assistance as good or better	90%
% of technical services provided within X days of request	96%
No. of LGUs and other intermediaries provided with resource augmentation	658
% of recipients who rate assistance as good or better	90%
% of resource augmentation initiative requests acted upon within three (3) days	90%

MFO 4: REGULATORY SERVICES

No. of social welfare and development agencies/service providers licensed and accredited	5,794
% of licensed and accredited SWDAs/service providers with a recorded violation within the last two (2) years	100% of complaints acted upon
% of licenses issued in 15 days or less from receipt of compliant application	100%
No. of violations/complaints received	1
No. of persons and entities with 2 or more recorded violations/complaints in the last three (3) years as a % of total no. of violators in the last three (3) years	100% of complaints acted upon
% of detected violations/complaints that are acted upon within seven (7) working days	100% of complaints acted upon