

**ADMINISTRATIVE ORDER**

No. 24

Series of 2018

**SUBJECT: CY 2019 DSWD THRUSTS AND PRIORITIES**

**1. RATIONALE AND CONTEXT**

Consistent with the Philippine Development Plan (PDP) CY 2017-2022 to build the socio-economic resilience of individuals, families, and communities in dealing and coping with risks, reducing vulnerabilities by increasing the people's adaptive capacities, and lowering the poverty incidence to 14% by 2022, the Department of Social Welfare and Development (DSWD) has to carry out its mission, core values, and policies and program that focus on the poor, marginalized and the vulnerable which account roughly six million of our total population.

The DSWD envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just, and peaceful society. To achieve the vision, DSWD will lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable and disadvantaged.

The DSWD shall promulgate, advocate, support and initiate ethnic group and gender sensitive fundamental beliefs and guiding principles in line with the universal declaration of human rights/which will champion the cause of an all embracing social protection system-one that protects people from major economic and social risks and disaster, promotes education/healthcare/livelihood, addresses the chronicity of hunger/poverty, and assist and capacitates the poor, marginalized, and the vulnerable to manage the problems of sickness, old age, disability, exclusion, and unemployment among others.

The following DSWD Organizational Outcomes will still be considered in crafting the CY 2019 Thrusts and Priorities.

*Organizational Outcome 1: Well-being of poor families improved*

*Organizational Outcome 2: Rights of the poor and vulnerable sectors promoted and protected*

*Organizational Outcome 3: Immediate relief and early recovery of disaster victims/ survivors ensured*

*Organizational Outcome 4: Continuing compliance of social welfare and development (SWD) agencies to standards in the delivery of social welfare services ensured*

*Organizational Outcome 5: Delivery of social welfare and development (SWD) programs by local government units (LGUs), through local social welfare and development offices (LSWDOs), improved*

## **2. OBJECTIVES**

The CY 2019 DSWD Thrusts and Priorities aim to promote unanimity of purpose within the organization, allow coordination and collaboration across organizational units, strengthen the Department's organizational capacities and deliver gender responsive services of our social welfare and development programs.

It shall guide and direct all DSWD Bureaus, Services, National Project Management Offices (NPMOs), and Field Offices (FOs) in their role in strategy implementation which include formulation and adoption of gender responsive policies, plans and budgets as well as performance contracts.

## **3. THRUSTS AND PRIORITIES**

The following thrusts and priorities shall guide, direct, and channel the organizational efforts, resources and activities of the officials and employees essential for the attainment of strategies towards the achievement of the organizational outcomes.

*Organizational Outcome 1: Well-being of poor families improved*

- The Department shall establish an office that will serve as link with all beneficiaries for them to be informed and receive any development in the programs of the DSWD that concern them, report any anomalies and complaints. It will also protect them from any fraudulent acts of unscrupulous individuals posing as social workers or employees of the DSWD.
- Update the lists of all cash programs beneficiaries - Pantawid Pamilyang Pilipino Program (4Ps), Social Pension (SocPen), Cash for Work, Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services (KALAHI-CIDSS), Sustainable Livelihood Program (SLP) and Assistance for Individual in Crisis Situation (AICS) to establish a national database
- Institutionalize and harmonize the Community Organizing (CO) and Community Driven Development (CDD) approach in the Promotive Programs and strengthening internal convergence.
- Institutionalize the CDD in partner National Government Agencies (NGAs) and LGUs and strengthen external convergence.
- Re-evaluate the SLP to make sure it remains relevant to the needs of the communities.
- Promote the Comprehensive Intervention against Gender-based Violence (CIAGV) and Counseling Service for the Rehabilitation of Perpetrators of Domestic Violence (CSRPDV) among LGUs particularly in the 4Ps areas.

- Conduct of Social Welfare and Development Indicators (SWDI) Re-Assessment for the 4.4 million 4Ps beneficiaries.
- The Social Technology Bureau to design new models of interventions for the transitioning poor exiting the CY 2018 4Ps.

*Organizational Outcome 2: Rights of the poor and vulnerable sectors promoted and protected*

- Creation of timely, relevant and applicable models of intervention for the poor, marginalized, and vulnerable sectors.
- Routine inspection and evaluation of DSWD-maintained centers and residential care facilities to ensure safety of the occupants.
- A Memorandum of Agreement (MOA) between the AFP, PNP, and DSWD to assist and secure employees in the transfer and payout of funds for beneficiaries of our programs in far flung areas or locations where Landbank cannot be of service to them.
- A MOA between the AFP and DSWD to allow DSWD to use AFP vacant buildings or warehouses to store relief packs and supplies and to assist us in updating the list of our beneficiaries in the 4Ps, SocPen Program, and others.
- Evaluation of devolved social welfare programs to LGUs that did not involve funding from DSWD to ascertain their status, relevance, applicability, and outcome.
- Generate private sector support for the vulnerable sectors through external resource generation.
- Implementation of Bangsamoro Umpungan sa Nutrisyon (BANGUN) in target Autonomous Region in Muslim Mindanao (ARMM) areas to address malnutrition in partnership with NGAs, LGUs, communities, parents and intended beneficiaries to alleviate hunger and malnutrition among the children of ARMM as provided for by the DSWDs Strategic Plan CY 2018-2022.
- Implementation of protective services i.e. Recovery and Reintegration Program for Trafficked Person (RRPTP), A1CS, Supplementary Feeding Program (SFP), SocPen, Alternative Parental Care, and other community-based services.
- Implementation of Unconditional Cash Transfer (UCT) based on TRAIN Law to alleviate the effects caused by the increase in prices of commodities caused by the said law which directly affect poor individuals and families.
- Implementation of the Centenarians Act of 2016 honoring all Filipinos who reach a ripe old age of 100 years wherever they reside-a fitting tribute to our elders.
- Convince LGUs with a high incidence of gender based violence cases to adapt the CIAGV and CSRPDV programs of the DSWD. These programs are helpful to the communities in times of conflict, disaster or crisis and also in times of peace.
- Implementation of International Social Welfare Services for Filipino Nationals overseas under the supervision of the Social Welfare Attache Offices (SWATOs) in Riyadh and Jeddah, Kingdom of Saudi Arabia;

Kuwait; Dubai, United Arab of Emirates; Qatar; Malaysia; and Hongkong. The guaranteeing of the welfare and protection of Filipinos whether here or abroad must be among the primary concerns of the DSWD. An inter-governmental agency approach often times works best for providing adequate service and an immediate response to an array of multiple concerns when present.

- Re-assess and study the DSWD's role, objectives, policies, and programs on the Drug Rehabilitation and Reintegration especially since we are included among the lead agencies of the National Drug Rehabilitation Program. The family is the basic unit of society and as such has a critical role to play in the success of the drug rehabilitation program. We must educate, empower, capacitate and transform this powerful unit of society (the family) in order to be able to deal with the problem of drugs or avoidance of drugs in order to be able to deal with the drug problem effectively.
- Sustain the Level 1, 2, or 3 accreditation of Centers and Facilities in accordance with the set standards, and adopt a more holistic developmental approach in dealing with issues of street children, the homeless families, the Indigenous Peoples (IPs), Persons with Disabilities (PWDs), and Senior Citizens in order to stimulate the development of these vulnerable set of people as a whole while maintaining harmony and balance in the community so as not to deprive our future generations.
- Establishment of "Silungan sa Barangay" as a facility for street children and homeless families to address their plight in partnership with NGAs, LGUs and others.

*Organizational Outcome 3: Immediate relief and early recovery of disaster victims/survivors ensured*

- Re-evaluate the DSWD's current mandate to include a pro-active and preventive role in disaster risk, for disaster preparedness which will steer us in the right direction and enable us to preposition goods and services in the event of calamity or disaster or national emergency.
- Institutionalization of a Multi-Stakeholder Volunteer Mobilization Program for Disaster Operations in anticipation of any eventuality that may necessitate the deployment of such magnitude.
- Creation of a functional Comprehensive Emergency Program for Children (CEPC) Core Group Secretariat that will monitor the implementation of the CEPC Strategic Plan CY 2019-2022.
- Creation of guidelines and standards to ensure the maintenance of standard operating procedures (SOP) and quality control measures for warehousing, logistics, production and others. The computerization of these services in order to enable easy access to data for trouble shooting, transparency, monitoring of expiry of goods, and inventory purposes. The updated national database as proposed shall enable quick access to the affected individuals, households and communities with the corresponding speedy dispatch of goods and services to them.

*Organizational Outcome 4: Continuing compliance of Social Welfare and Development Agencies (SWADAs) to standards in the delivery of social welfare services ensured*

- Addressing the competence level, standards, and adherence of SWADAs to updated DSWD Standards.
  - A review of the present policies of the Central Office Review Committee (CORC) and Field Office Review Committee (FORC) which handle and recommend appropriate action for reported complaints against erring SWADAs. The said complaints shall be logged and monitored by the Operations Center of DSWD Central Office for immediate action.
  - Full operationalization of the Standards Enforcement and Advocacy Division at the Standards Bureau to conform with empirical and quantifiable standards.

*Organizational Outcome 5: Delivery of social welfare and development (SWD) programs by LGUs, through LSWDOs, improved.*

- Development and implementation of LSWDO three-year plan on Technical Assistance and Resource Augmentation (TARA) Program for LSWDOs.
- Learning and Development Interventions (LDIs) for LSWDOs.
- Creation of a course binder-type lecture series on skills, approaches, methodologies, research, and applicable programs for learning and development of LSWDOs
- Providing continuing educational opportunities for development for our licensed social workers through on line education and seminars.
- Creating an Organizational Learning for LSWDOs through Alliance Building (Collab 2) - Development of Competency based Development Program.

To ensure that the abovementioned priorities will be effectively and efficiently carried out, the following support to operations services will be pursued:

**A. SUPPORT TO OPERATIONS**

The DSWD shall streamline its organizational structure from the FOs to National NPMOs, Bureaus and Services to enable up to date reports from the FO to the Central Office for consolidation, organization, data extraction, analysis, transformation and reporting.

*Planning, Policy Development, Research and Results-Based Monitoring and Evaluation*

- Intensifying Advocacy for the Identified Priority Legislations i.e. National Policy on Community Driven Development, Social Welfare and Development Act which equipped and empower the poor with the financial and technical support required in order for them to be able to

- set their community priorities and take the necessary steps in order to address them in partnership with the LGUs and other institutions.
- Implementation and monitoring of DSWD sector commitments through the Comprehensive Sector and gender and development (GAD) Plans and Budget in a responsible, transparent and accountable manner.
- Implementation of DSWD Research, Policy, and Evaluation Agenda for CY 2019-2022.
- Enhancement and upgrading of the SWDI system to make it applicable, relevant, and valuable for all clientele groups.
- The intensification of the strategies in the conduct of the Listahanan 3 Round Assessment to make it truly reflective of the situation in the community level throughout the country.
- Evaluation and assessment of the existing Planning, Policy, Development, Research and Results-based Monitoring and Evaluation Programs which must be flexible, adoptable, updated, forward-looking, culturally sensitive, gender responsible and relevant to the poor and needs of the communities.
- The Operations Center at DSWD Central Office shall monitor the entire organizations plans, programs, daily activities, operations, delivery of services, resources, funds, strategies, quality control of goods and services, organizational issues, beneficiaries needs/demands/challenges/opportunities, training/performance of personnel, evaluation and research.

#### *Strategic Social Technology Development*

- Modification and enhancement of the present social marketing strategies.
- A heightened, sustainable and strategic Human Resource Development Program.
- Evaluation, consolidation and upgrading of the Social Technology Bureau facilities in order to remain relevant and applicable to the intended customer base.

#### *Improving Transparency and Efficiency through Quality Management Program*

- Completion of ISO Certification requirements for The National Household Targeting System for Poverty Reduction (NHTS-PR).
- Setting up of standards for department wide submission of reports resulting in collation, organization, processing and updating of data.
- Setting up standards and policies, operation and maintenance guidelines for information systems which are to be developed to suit our requirements together with the creation of a manual to enable users to navigate the information system with ease.
- The establishment of an employees and citizens responsible text bureau which shall address complaints from our various program beneficiaries and serve as our direct link to them and vice versa, which at the same time can be used by DSWD employees to air their complaints and grievances without fear or reservation.

## *Creating a Learning Environment through Knowledge Sharing and Collaboration*

- Support Knowledge Management (KM) Policies and Leadership which should encourage a free flowing exchange of wholesome, quality, practical, relevant, focused and meaningful ideas, theories, policies, experiences, research, methodology and technology which should boost and strengthen our collaboration, development and progress as an organization both internally and externally.
  - Reassess and update KM policies/guidelines to enhance KM system coordination, accessibility, functionality and assessment.
  - Institutionalize recognition and incentives as part of managing intellectual capitals (KM PRIDE awards).
- Generate New Knowledge for More Effective SWD Intervention
  - Full utilization of the collaboration mechanism (CGS, SWDL-Net, SWD-Forum) and expansion to other networks.
  - Continuous processing and harvesting of SWD practices for practice theory building in order to facilitate a pool of relevant and applicable practices.
- Knowledge Sharing and Collaboration to Improve Performance
  - Strengthen KM Teams thru LDIs to upgrade KM Team competencies and functionality.
  - Continuous provision of technical assistance on KM to OBS and FOs and resource augmentation for collaboration mechanisms.
  - Develop and implement responsive, culturally sensitive, gender responsible and aligned knowledge products (KP) and services.
  - Operationalize the DSWD Learning Center.
- Provision of network connectivity (DSWD Enterprise Network).

## **B. GENERAL ADMINISTRATION AND SUPPORT SERVICES**

The Operations Center at Central Office shall monitor the daily activities, updates, issues on the ground, accomplishments and progress reports.

### *Organizational Development, Performance Management and Human Resource Management.*

- Pursue DSWD reorganization to support the implementation of its programs and services in keeping with the times.
- Regularization of qualified and civil service eligible MOA/COS workers within the restrictions allowed by the GAA.
- Igniting integrity and good governance *i.e. Continuous Certification of Auditors (CIA, CISA, CFE). Empower the Internal Affairs Service under Office of the Secretary to address any issues, concerning graft, corruption and abuse of power, among others.*

- Creation of guidelines and policies to safeguard the health and overall well-being of our workforce in keeping with accepted standards in the Bureaucracy.
- The establishment of a database based on monthly reporting by HR of all COS/MOA/JO employees as per their records.

#### *Strengthening DSWD Strategic Communication*

- Training of Community Speakers Bureau (SMS, NPMOs and FOs).
- Implementation of a communication plan to promote bottom-up support from the organic staff of the DSWD in pursuit of the implementation of DSWD Strategic Plan covering the years 2017-2022.
- Undertake critical activities to ensure that LGUs and other stakeholders will understand and support the DSWD programs and services along each organizational outcome and strategic initiative.

#### *Administrative and Other Support Services*

- Full conversion from deployment of Special Disbursing Officer (SDOs) to cash cards or other similar modes for the implementation of programs and services involving disbursement of funds directly lodged with DSWD.
- Full integration of Financial Management Service with eNGAS, eBudget, and eCash forecasting.
- Implementation of a fully functional management Information System (FMIS) to improve transparency and accountability in the management of public funds such as 4Ps, AICS, UCT, Social Pension, ESA, SLP and other funds provided to DSWD beneficiaries.
- Evaluation and assessment of Internal Financial Management Reforms vis-a-vis compliance with oversight regulatory and safety measures to ensure the effectiveness to support operations.
- Conduct of strategic audits as part of our Internal Audit Plan thru updated and continuing Internal Audit Practices in conformity with the Philippine Internal Auditing Standards in order to ensure transparency, accountability, and good governance.
- Completion of retitling of all DSWD real properties nationwide.
- Implementation of efficiency inventory and disposal of DSWD records based on the prescribed retention period as approved by the National Archives of the Philippines.
- Judicious monitoring of the use of Human Resource Management Information Systems to guarantee timely release of salaries for the cost of services of personnel with infallible safeguards or checks and balances in place.
- Implementation and monitoring of an electronic Procurement Tracking and Monitoring System (ePTMS) to improve procurement transparency, efficiency, and timely delivery of goods and services.
- Conduct an audit and inventory of all DSWD Buildings in accordance with the accepted industry standards and practices, submit the audit results and make the necessary reports to all concerned employees and officials of the DSWD.



- Continuous review, assessment implementation of a structural repairs and construction plans for all DSWD-maintained Centers and Residential Care Facilities.

**GENDER MAINSTREAMING.** *The Department will continue to mainstream GAD in its organizational policies, programs, and people, thereby enabling mechanisms geared towards protecting human rights, promoting women's rights, advocating gender equality, peace and development, and eliminating all forms of discrimination.*

- Implementation of CY 2019 DSWD GAD Plan and Budget.
- Conduct of gender responsive assessment of programs and projects using the Harmonized GAD Guidelines tool.

For strict compliance.

Issued in Quezon City, this 27 day of December 2018.



**ROLANDO JOSELITO D. BAUTISTA**  
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