

**ADMINISTRATIVE ORDER**

No. 02  
Series of 2022

**SUBJECT: IMPLEMENTING GUIDELINES ON THE GRANT OF PERFORMANCE-BASED BONUS (PBB) FOR FY 2021**

**I. RATIONALE**

On June 3, 2021, the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25 IATF) issued Memorandum Circular No. 2021-1 stipulating the *“Guidelines on the Grant of the Performance Based Bonus (PBB) For Fiscal Year 2021 Under Executive Order No. 80, S. 2021 and Executive Order No. 201, S. 2016.* On October 25, 2021, it issued Memorandum Circular No. 2021-2 stipulating the *“Supplemental Guidelines on the Grant of the Performance Based Bonus (PBB) For Fiscal Year 2021 Under Executive Order No. 80, S. 2021 and Executive Order No. 201, S. 2016.* These new guidelines provide the modifications in the PBB assessment process to make the PBB Scoring System clear and explicit. It is focused on measuring and evaluating the performance of agencies with emphasis on the public’s satisfaction on the realization of the agencies’ performance targets, quality of service delivery, efficiency in the use of resources, and strengthening agency stewardships. Likewise, the new guidelines highlight the following salient points: 1) Raising the bar in the scoring metrics and individual requirements, from satisfactory to a very satisfactory rating; 2) Tying up of the full receipt of the PBB rates to the overall score achieved by the agency; and 3) Uniformly applying the rates of the PBB to all the individual employees and officials in an agency. In terms of eligibility of delivery units and individuals, they shall no longer be ranked but the individual/s or unit/s, including its head, most responsible for deficiencies shall be isolated/excluded from the grant of the FY 2021 PBB.

**II. LEGAL BASES**

1. AO 25 IATF Memorandum Circular No. 2021-1 dated 3 June 2021 (accessible online).
2. AO 25 IATF Memorandum Circular No. 2021-2 dated 25 October 2021 (accessible online).
3. Executive Order No. 80, series of 2012 directing the adoption of the Performance Based Incentive System for Government Employees effective 2012. It is a system for granting employees consisting of Productivity Enhancement Incentive (PEI) and Performance Based Bonus (PBB). The PBB is a top-up bonus given to employees based on their performance and contribution to the accomplishment of the agency



### III. OBJECTIVES

This Administrative Order intends to guide and direct all DSWD Offices, Services and Bureaus including Field Offices and Employees in their respective roles in the achievement of the agency results for the grant of the Performance-Based Bonus for FY 2021. It specifically aims to:

- 1) Disseminate the new guidelines issued by AO 25 IATF on the grant of FY 2021 PBB;
- 2) Determine the responsible delivery unit/s accountable for FY 2021 PBB requirements; and
- 3) Define the basis for the isolation and exclusion of the delivery unit/s and individual/s from the grant of the FY 2021 PBB.

### IV. DEFINITION OF TERMS

1. Citizen/Client Satisfaction Results - refer to the achievements in satisfying the quality expectations of the transacting public.
2. Contractual employee<sup>1</sup>- refers to a person who is issued an appointment and whose employment in the government is in accordance with a special contract to undertake local or foreign-assisted projects or a specific work or job requiring special or technical skills not available in the employing agency, to be accomplished within a specific period.
3. Delivery Unit- refers to the primary division of the Department performing substantive line functions, technical services or administrative functions as indicated in Annex A.
4. Financial Results- refer to the actual spending of the agency's budget allotment vis-a-vis the realization of the committed programs and projects based on the FY 2021 General Appropriations Act (GAA). This is measured based on Disbursements Budget Utilization Rate (BUR).
5. Performance Results- refer to the accomplishment of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the FY 2021 GAA.
6. Process Results- refer to the achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, standardization *ie. through the ISO-certified QMS or its equivalent*, digitization, and related improvements in the delivery of services.
7. Scoring System- refers to the system prescribed in AO 25 IATF MC No. 1 and MC No. 2, series of 2021 to assess the eligibility of Offices, Bureaus and Services per dimension of accountability.

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<sup>1</sup> Based on the Civil Service Commission MC No. 24 s. 2017 or the 2017 Omnibus Rules on Appointments and Other Human Resource Actions where employees under contractual appointment are entitled to the same benefits enjoyed by regular employees.



**V. COVERAGE**

1. All Offices/Bureaus/Services and Units; and
2. All Officials and Employees holding regular, contractual, coterminous, or casual positions.

**VI. FY 2021 PBB CRITERIA AND SCORING SYSTEM**

Based on the AO 25 IATF MC No. 2021-1, the DSWD must satisfy the criteria and conditions under the four dimensions of accountability namely: Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results and attain a total score of at least 70 points based on the PBB Scoring System.

As shown in Table 1 below, each dimension of accountability has an equal weight of 5 where the agency's accomplishments for each criterion shall be rated using a scale of 1 to 5; 5 being the highest with equivalent points of 25. A total score of 100 points is the maximum that may be obtained by the DSWD.

**TABLE 1: FY 2021 PBB SCORING SYSTEM**

CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5pts	10pts	15pts	20pts	25pts
Process Results	5	5pts	10pts	15pts	20pts	25pts
Financial Results	5	5pts	10pts	15pts	20pts	25pts
Citizen/Client Satisfaction Results	5	5pts	10pts	15pts	20pts	25pts
<b>TOTAL SCORE</b>	<b>MAXIMUM= 100 POINTS</b>					

Moreover, the DSWD must aim to get at least 70 points. In case that the DSWD is eligible but has a performance rating of below 4, the delivery unit/s responsible for the low rating

including its head of office will be isolated from the grant of the FY 2021 PBB.

TABLE 2: FY 2021 PBB RATING SCALE

Criteria <sup>2</sup>	1	2	3	4	5
<b>Performance Results</b>	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to controllable factors</b>	Met less than 80% performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to uncontrollable factors</b>	Met at least 80% performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to controllable factor</b>	Met at least 80% performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to uncontrollable factor</b>	Met each one of the Congress-approved performance targets for FY 2021 ( <b>all performance indicators</b> )
<b>Process Results</b>	<b>No demonstrated ease of transaction</b>	Achieved targets to ease transaction (streamlining, digitization, standardization) only for <b>non-frontline services</b>	Achieved targets to ease transaction (streamlining, digitization, standardization) in <b>less than 80% of frontline services</b>	Achieved targets to ease transaction (streamlining, digitization, standardization) in <b>at least 80% of frontline services</b>	Achieved targets to ease transaction (streamlining, digitization, standardization) in <b>all frontline services</b>
<b>Financial Results<sup>3</sup></b>	<b>1-19%</b> Disbursements BUR	<b>20-39%</b> Disbursements BUR	<b>40-59%</b> Disbursements BUR	<b>60-79%</b> Disbursements BUR	<b>80-100%</b> Disbursements BUR
<b>Citizen/Cliant Satisfaction Results<sup>4</sup></b>	<b>No submission/ Did not conduct CCSS</b>	<b>Low satisfaction rate</b> with unresolved #8888/CCB complaints	<b>Average to high satisfaction rate</b> with unresolved #8888/CCB complaints	<b>Average satisfaction rate</b> with 100% #8888/CCB complaints resolved	<b>High satisfaction rate</b> with 100% #8888/CCB complaints resolved

<sup>2</sup> Targets of each criterion is specified in AO 25 IATF MC No. 2021-1.

<sup>3</sup> Under Financial Results, the Disbursement BUR is computed based on the formula specified in AO 25 IATF MC No. 2021-1 of the IATF.

<sup>4</sup> Modified rating scale is based on AO 25 IATF MC No. 2021-2.



As regards the Department Accountabilities that were required in the previous years, the Performance Management Team shall continue to implement and monitor the compliance of the agency. The conditions are no longer required in determining the overall PBB eligibility of the agency. Compliance with these *shall be used as the basis in determining the eligibility of responsible units and individuals*. Requirements for the agency accountabilities shall be directly submitted to the oversight agencies.

TABLE 3: TIMELINES AND RESPONSIBLE OFFICES, BUREAUS, SERVICES AND INDIVIDUALS FOR DEPARTMENT ACCOUNTABILITIES

Deadline	Requirement	Responsible Office/Individuals
Within thirty (30) days after the approval of FY 2022 GAA	Submit Certificate of Compliance that the agency conducted Early Procurement Activities for at least 50% of the Total Value of the FY 2022 Procurement Projects to the GPPB-TSO	Procurement Management Division
March 31, 2021	Submit FY 2021 APP-non CSE to GPPB-TSO	Procurement Management Division
June 30, 2021	Submit Results of the APCPI system for FY 2020 Procurement Transactions to GPPB-TSO	Procurement Management Division
July 30, 2021	Submit 1 <sup>st</sup> Semester IPCR and PCRF.	Human Resource Management and Development Service
August 31, 2021	Submit the FY 2022 APP-CSE in the agency's Transparency Seal webpage	Information and Communication Technology Management Service (uploading in the TS)  Procurement Management Division
September 30, 2021	Post the Indicative FY 2022 APP-non CSE in the agency's Transparency Seal webpage	Procurement Management Division
October 1, 2021	Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency Transparency Seal for FY 2021.	Human Resource Management and Development Service



October 1, 2021	Maintain/Update the Department's Transparency Seal (TS)	Information and Communication Technology Management Service
December 4, 2021 (Deadline is extended until 31 March 2022 as cascaded by the AO 25 Secretariat)	Set-up the most current and updated Citizen's or Service Charter	AS - CART Secretariat
December 31, 2021 (validity of certificate)	Keep the ISO QMS Certification of agencies valid until December 31, 2021.	AS - QMS Secretariat
December 31, 2021	Ensure sustained compliance w/ Audit Findings and Liquidation of Cash Advances.	Special Disbursing Officer
January 15, 2022	Submit 2 <sup>nd</sup> Semester IPCR and PCRF.	Human Resource Management and Development Service
January 29, 2022	Update all procurement requirements for transactions above 1 million from January 1, 2021 to December 31, 2021 in the PhilGEPS.	Procurement Management Division
January 29, 2022	Submit the following Freedom of Information (FOI) Program requirement to PCOO: a. Update People's FOI manual b. FOI reports: Agency Information Inventory, 2021 FOI Registry, and 2021 FOI Summary Report c. Modified One-page FOI manual d. Screenshot of agency's home page	Administrative Service

## VII. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

- A. Upon the confirmation of eligibility of the Department for the grant of FY 2021 PBB, the Performance Management Team (PMT), through the PBB Secretariat shall evaluate the eligibility of delivery units and individual employees based on these guidelines. The identification of the dimensions of accountability with a score of three (3) and below shall be the first criterion to be considered for the isolation of



the delivery units. On the other hand, non-compliance with the agency accountabilities shall be the ground for isolation/exclusion of individual/s or unit/s, including its Head of Office, in the grant of the FY 2021 PBB.

The matrix below shows the conditions for the isolation of delivery units from the grant of FY 2021 PBB:

Dimension of accountability	Conditions for Isolation	OBS Monitor <sup>5</sup>
Performance Results	<p>The delivery unit accomplished only 80% and below of the performance indicators of the Congress-approved performance targets for FY 2021 that they are directly implementing/ managing; deficiencies due to controllable factors</p> <p>The implementing offices per performance indicator are indicated in Annex B.</p>	PDPB
Process Results	The delivery unit failed to ease transactions through streamlining, digitization, and standardization in at least 1 of its non-frontline services or less than 80% of its frontline services.	Committee on Anti-Red Tape Secretariat (CART)
Financial Results	The delivery unit attained only a below 60% Disbursements BUR	FMS
Citizen/Client Satisfaction Results	The delivery unit received only an average to high satisfaction rate with unresolved #8888/CCB complaints or lower, as indicated in their client satisfaction measurement report and the 8888 complaints resolution report	<p>CART Secretariat to monitor Client Satisfaction Measurement Reports</p> <p>SMS/AOC to monitor #8888 Complaints Resolution</p>
Agency Accountabilities	The individuals/units have at least one (1) agency accountability that was not delivered within the prescribed timeline	As stated in Table 3

The OBS/Secretariat in charge of monitoring the requirements under each condition will identify the offices to be isolated, which will be submitted to PDPB for review and validation. The list of excluded offices from the grant of 2021 PBB shall be endorsed to the PMT for further assessment and approval.

<sup>5</sup> The OBS monitor shall be responsible for generating the report indicating the accomplishment rates of all DSWD OBS per dimension of accountability. These reports shall be submitted to the PDPB as the lead PBB secretariat.



- B. Eligible delivery units shall be granted FY 2021 PBB at uniform rates across the agency, including its officials and employees. The corresponding PBB shall be based on the agency's achieved total score, as shown in the Table 4 below:

TABLE 4: RATES OF THE PBB

Total Score	PBB Rates
100 points	<b>65%</b> (100% of the 65% monthly basic salary)
95 points	<b>61.75%</b> (95% of the 65% monthly basic salary)
90 points	<b>58.50%</b> (90% of the 65% monthly basic salary)
85 points	<b>55.25%</b> (85% of the 65% monthly basic salary)
80 points	<b>52%</b> (80% of the 65% monthly basic salary)
75 points	<b>48.70%</b> (75% of the 65% monthly basic salary)
70 points	<b>45.50%</b> (70% of the 65% monthly basic salary)

The Department Secretary is eligible only if the Department is eligible for PBB. If eligible, his PBB rate for FY 2021 shall be equivalent to the rates as stated in Table 4 and shall be based on their monthly basic salary as of December 31, 2021.

- C. In addition, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the approved SPMS or the requirement prescribed by the Career Executive Service Board (CESB).

An official or employee who has rendered less than nine (9) months but a minimum of three (3) months of service and with at least a "Very Satisfactory" rating shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service rendered as follows:

Length of Service	Percent of PBB
8 months but less than 9 months	<b>90%</b>
7 months but less than 8 months	<b>80%</b>



6 months but less than 7 months	70%
5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

The following are the valid reasons for an employee, who may not meet the nine-month actual service requirement, to be considered for PBB on a pro-rata basis:

- a. Being a newly hired employee;
- b. Retirement;
- c. Resignation;
- d. Rehabilitation Leave;
- e. Maternity Leave and/or Paternity Leave;
- f. Vacation or Sick Leave with or without pay;
- g. Scholarship and/or Study leave; and/or
- h. Sabbatical Leave.

Moreover, as part of individual eligibility, the following will also be the basis for being isolated or excluded from the grant of FY 2021 PBB:

1. An Official or Employee who is on Sick/Vacation/Study leave for the entire year;
2. An Official or Employee found guilty of criminal or administrative cases by final and executory judgement in FY 2021;
3. An Official or Employee who failed to submit the 2020 SALN as prescribed by the CSC MC No. 3, s. 2015;
4. An Official or Employee who failed to liquidate Cash Advances received in FY 2021 within the reglementary period, as prescribed by COA Circular 97-002; and
5. An Official or Employee who did not meet the minimum of three (3) months of actual service.

## VIII. INSTITUTIONAL ARRANGEMENTS

### A. CO-OBS/ FOs

All CO-OBS and FOs shall designate a focal person and an alternate focal for PBB concerns. The Heads of Offices shall designate a technical staff who shall be responsible for monitoring the compliance with PBB requirements including the agency accountabilities.

The Head of Office shall ensure that all office personnel are reminded of their responsibilities to be eligible for the PBB grant. Likewise, all personnel shall be reminded regarding the possibility of exclusion from the PBB grant for not

accomplishing their deliverables related to the PBB requirements.

**B. Finance and Management Service (FMS)**

The FMS shall be primarily responsible in monitoring the financial criteria of the PBB particularly the financial accountabilities reports, BFARS, targets, budget and Disbursement BURs, sustained compliance to audit findings, and other related financial concerns.

In addition, the FMS shall be in charge of monitoring and identifying employees who failed to liquidate cash advances received in FY 2021 within the reglementary period. The list shall be submitted to the HRMDS for exclusion from the grant of FY 2021 PBB.

**C. Social Marketing Service (SMS) and Agency Operation Center (AOC)**

The SMS and the AOC shall regularly monitor compliance of all CO OBS and OBS on the #8888 Complaints Resolution as one of the contents of Citizen/Client Satisfaction Results as one of the PBB criteria.

**D. Human Resource Management and Development Service (HRMDS)**

The HRMDS shall serve as co-secretariat on PBB. It shall be responsible in monitoring the eligibility of individuals for the FY 2021 PBB. It is also in charge of accomplishing the Department's FY 2021 Form 1.0 and Evaluation Matrix for submission to the validating agency.

The list of eligible employees for the grant of FY 2021 PBB shall be finalized by the HRMDS. Likewise, the list shall be endorsed to the PMT for approval.

Moreover, it shall be on top of monitoring the timely submission of the IPCR and PCRF. It shall also ensure that the agency accountability, as to the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency, is posted in the Transparency Seal.

**E. Legal Service (LS)**

The LS shall be responsible in providing the list and certification of official or employee found guilty of criminal or administrative case by final and executory judgement in FY 2021.

**F. Administrative Service (AS)**

The AS shall be on top of ensuring that agency accountability on compliance with the Freedom of Information (FOI) program and ISO QMS certification are monitored.





## **G. Information and Communication Technology Management Service (ICTMS)**

The ICTMS shall be responsible in updating the agency's Transparency Seal webpage and uploading of the generated reports of OBS.

## **H. Procurement Management Service (PMS)**

The PMS shall be accountable in ensuring that the procurement-related agency accountabilities are monitored particularly compliance to PhilGEPS posting, submission of FY 2022 APP-CSE, FY 2021 APP- non CSE, Indicative FY 2022 AP and the results of the FO 2020 APCPI.

## **I. Policy Development and Planning Bureau (PDPB)**

The PDPB shall be primarily responsible in monitoring the Congress-approved performance targets for FY 2021.

## **J. Field Offices**

The CO-OBS counterparts shall be accountable for monitoring the accomplishment of their respective deliverables for the grant of the FY 2021 PBB. The Technical Division shall also be tasked to monitor the improvement of performance of every division/unit for the PBB deliverables.

In addition to the above institutional arrangement, the following secretariat shall also be responsible:

### **1. Performance Management Team Secretariat (PMT)**

The PDPB PMT Secretariat shall be in charge of overall monitoring of compliance to PBB requirements. It shall also serve as the liaison between the DSWD PMT and the AO 25 IATF Secretariat.

It shall ensure the conduct of PMT meeting to evaluate the eligibility of delivery units and individual employees and to deliberate the reports to be submitted to AO 25 IATF.

### **2. Committee on Anti-Red Tape Secretariat (CART)**

The CART Secretariat shall regularly monitor achievements of delivery unit to ease transactions through streamlining, digitization, and standardization and compliance of all CO OBS and OBS on the Client Satisfaction Measurement Reports as one of the contents of Citizen/Client Satisfaction Results of the PBB criteria. It shall also set-up the most current and updated Citizen's or Service Charter.

## IX. Submission of Reports

- a. Below are the required accomplishments under the four (4) dimensions of accountability which must be submitted to the Performance Management Team **on or before January 31, 2022.**

Required Accomplishments	Responsible Office
Quarterly Physical Report of Operation (BAR1)	Policy Development and Planning Bureau
Form 1.0 Reporting on Ranking of Offices/delivery	Human Resource Management and Development Service
Modified Form A- Department/Agency Process Result Report	Committee on Anti- Red Tape Secretariat (CART)
Disbursement Budget Utilization Rate (BUR) Report	Finance and Management Service
Annex 4-Citizen/Client Satisfaction Survey	Committee on Anti- Red Tape Secretariat (CART) and Social Marketing Service and AOC

- b. A PMT meeting shall be conducted after the PDPB receives the required accomplishment reports and before the deadline of the submission to AO 25 IATF.
- c. The DSWD shall ensure the submission of the required reports and requirements to AO 25 Task Force **on or before 28 February 2022.**


## X. Effectivity

This Administrative Order shall take effect immediately. Copies of this order will be disseminated to all CO-OBS and FOs. Any issues not covered in this guideline shall be raised to the PMT for resolution.



**ROLANDO JOSÉ LITO D. BAUTISTA**  
Secretary

Cert. True Copy

  
28 JAN 2022  
**MYRNA H. REYES**  
OIC-Division Chief  
Records and Archives Section



**ANNEX A: DSWD DELIVERY UNITS FOR THE GRANT OF FY 2021 PBB**

1. Office of the Secretary
1.1. Office of the Secretary Proper
1.2. Office of the Undersecretary for Social Welfare and Development
1.3. Office of the Undersecretary for Standards and Capacity Building
1.4. Office of the Undersecretary for General Administration and Support Services
1.5. Office of the Undersecretary for Operations
1.6. Office of the Undersecretary for Disaster Response Management
1.7. Office of the Undersecretary for Policy and Plans
1.8. Office of the Undersecretary for Special Concerns
1.9. Office of the Undersecretary for Legislative Liaison Affairs
1.9.1. Department Legislative Liaison Office
1.10. Office of the Undersecretary for Special Projects
1.11. Office of the Undersecretary for Inclusive and Sustainable Peace
1.12. Office of the Assistant Secretary for OSEC Concern
1.12.1. National Household Targeting Office
1.13. Office of the Assistant Secretary for Luzon Affairs
1.14. Office of the Assistant Secretary for Mindanao Affairs
1.15. Office of the Assistant Secretary for Visayas Affairs
1.16. Office of the Assistant Secretary for Policy and Plans
1.16.1. Technical Assistance Unit (Resource Generation and Management Office)
1.17. Office of the Assistant Secretary for General Administration and Support Services
1.18. Office of the Assistant Secretary for Standards and Capacity Building
1.19. Office of the Assistant Secretary for Disaster Response Management
1.20. Office of the Assistant Secretary for Specialized Programs
1.21. Office of the Assistant Secretary for Statutory Programs

1.21.1. Unconditional Cash Transfer National Program management Office
2. Internal Audit Service
3. Administrative Service
3.1. Procurement Service (Procurement Management Service)
4. Financial Management Service (Finance and Management Service)
5. Human Resource Management Service (Human Resource Development Service)
6. Legal Service
7. Management Information System Service (Information and Communication Technology Management Service)
8. Social Marketing Service
9. Policy Development and Planning Bureau
10. Social Technology Bureau
11. Standards Bureau
12. Program Management Bureau
12.1. Pantawid Pamilyang Pilipino Program
12.2. KALAHI CIDSS NCDDP
12.3 Sustainable Livelihood Program
12.4 Protective Services Bureau
12.5. Social Welfare Attache Office (International Social Services Office)
12.6 Disaster Response Management Bureau
12.7 National Response and Logistics Management Service
13. Social Welfare Institutional Development Bureau
<b>FIELD OFFICES</b>
14. Field Office NCR
15. Field Office CAR
16. Field Office I
17. Field Office II
18. Field Office III



19. Field Office IV-A
20. Field Office IV-B
21. Field Office V
22. Field Office VI
23. Field Office VII
24. Field Office VIII
25. Field Office IX
26. Field Office X
27. Field Office XI
28. Field Office XII
29. Field Office CARAGA

## ANNEX B: IMPLEMENTING OFFICES PER PERFORMANCE INDICATOR

GAA Indicators		Office/s
Well-being of poor families improved Promotive Social Welfare Program		
Outcome Indicator	1. Percentage of Pantawid households with improved well-being	All FOs, 4Ps
Output Indicators	1. Number of Pantawid households provided with conditional cash grants:	All FOs, 4Ps
	a. Regular CCT	
	b. Modified CCT	
	2. Number of poor households assisted through the Sustainable Livelihood Program	All FOs, SLP
	3. Number of households that benefited from completed KC-NCDDP sub- projects	All FOs, KC, SLP
Rights of the poor and vulnerable sectors promoted and protected		
Protective Social Welfare Program		
Residential and Non-Residential Care Sub-Program		
Outcome Indicator	1. Percentage of clients in residential and non-residential care facilities rehabilitated	All FOs, PMB
Output Indicators	1. Number of clients served in residential and non-residential care facilities	All FOs, PMB
	2. Percentage of facilities with standard client-staff ratio	All FOs, PMB
Supplementary Feeding Sub-Program		
Outcome Indicator	1. Percentage of malnourished children in Community	All FOs, PMB



	Development Centers (CDCs) and Supervised Neighborhood Plays (SNPs) with improved nutritional status	
Output Indicators	1. Number of children in CDCs and SNPs provided with supplementary feeding	All FOs, PMB
	2. Number of children/lactating mothers served through Bangsamoro Umpungan sa Nutrisyon (BangUN) Program	All FOs, OUSSP
Social Welfare for Senior Citizens Sub-Program		
Outcome Indicator	1. Number of senior citizens using Social Pension to augment their daily living subsistence and medical needs	All FOs, PMB
Output Indicators	1. Number of senior citizens who received social pension within the quarter	All FOs, PMB
	2. Number of centenarians provided with cash gift	All FOs, PMB
Protective Program for Individuals and Families in Especially Difficult Circumstances Sub-Program		
Outcome Indicator	1. Percentage of clients who rated the services provided as satisfactory or better	All FOs, PMB
Output Indicators	1. Number of children served through Alternative Family Care Program	All FOs, PMB
	2. Number of beneficiaries served through Protective Services Program	All FOs, PMB
	3. Number of clients served through the Comprehensive Program for Street Children, Street Families and Badjaus:	All FOs, STB

	a. Street Children	All FOs, STB
	b. Street Families	All FOs, STB
Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program		
Outcome Indicator	1. Percentage of assisted individuals who are reintegrated to their families and communities	All FOs, PMB, ISSO
Output Indicators	1. Number of trafficked persons provided with social welfare services	All FOs, PMB
	2. Number of distressed and undocumented overseas Filipinos provided with social welfare services	All FOs, ISSO
Immediate relief and early recovery of disasters victims/survivors ensured		
Disaster Response and Management Program		
Outcome Indicator	1. Percentage of disaster-affected households assisted to early recovery	All FOs, DRMB
Output Indicators	1. Number of LGUs with prepositioned goods	All FOs, NRLMB
	2. Number of internally-displaced households provided with disaster response services	All FOs, DRMB
	3. Number of households with damaged houses provided with early recovery services	All FOs, DRMB
Continuing Compliance of Social Welfare and Development Agencies (SWDAs) to standards in the delivery of social welfare services ensured		
Social Welfare and Development Agencies Regulatory Program		
Outcome Indicator	1. Percentage of Social Welfare Agencies (SWAs) with sustained compliance to social welfare and development standards	SB



Output Indicators	1. Number of SWDAs registered and/ or licensed and accredited	All FOs, SB
	2. Number of SWAs registered, licensed and accredited	All FOs, SB
	3. Number of service providers accredited	All FOs, SB
Delivery of Social Welfare and Development (SWD) programs by LGUs through Local Social Welfare and Development Offices (LSWDOs) improved		
Social Welfare and Development Technical Assistance and Resource Augmentation Program		
Outcome Indicator	1. Percentage of Provincial/City/Municipal Social Welfare Development Offices (P/C/MSWDOs) with improved functionality	All FOs, SWIDB
Output Indicators	1. Percentage of LGUs provided with Technical Assistance (TA)	All FOs, SWIDB
	2. Percentage of LGUs provided with Resource Augmentation (RA)	All FOs