

**ADMINISTRATIVE ORDER**No.: 08
Series of 2024**SUBJECT: CREATION OF DSWD PAG-ABOT NATIONAL PROGRAM MANAGEMENT OFFICE (NPMO) AND REGIONAL PROGRAM MANAGEMENT OFFICE (RPMO)****I. RATIONALE**

The Department of Social Welfare and Development (DSWD), through the oversight of the Office of the Undersecretary for Innovations (OUS-I), implements the Pag-abot Program that aims to reduce the risk and vulnerabilities of children, individuals, and families in street situations and improve their social well-being through the provision of social welfare protection services, various interventions, and opportunities to improve their social status and fulfill fundamental rights for them to live productively in a safe, supportive, and enabling environment.

As a result of its pilot implementation from March to December 2023 in the National Capital Region (NCR), it has created a positive outcome to the community and the general public. By doing the reach out operations to vulnerable and disadvantaged Children, Individuals, and Families in Street Situations (C//FISS) they were able to assess and provide interventions using a multidisciplinary approach to case management to keep them off the streets by providing packages of services to the beneficiaries.

The Program was then supported by the signing of Executive Order 52 series of 2024, institutionalized the Pag-abot Program as a platform for an enhanced and unified delivery of services to vulnerable and disadvantaged children, individuals, and families in street situations through the provision of social safety nets and protection against risks brought about poverty. Furthermore, the Memorandum Circular 07 series of 2024, Institutionalize the Pag-abot Program for Children, Individuals, and Families in Street Situations, established the procedural process, approaches, and creation of the National Program Management Office (NPMO) at the Central Office and the Regional Program Management Office (RPMO) at the Field Offices.

To ensure the effective implementation of the Pag-abot Program in the Department, this Administrative Order (AO) provides the creation of a coordinating office for overall planning, implementation, and monitoring of the Program's development and enhancement. It also includes addressing concerns through the provision of a series of technical assistance to the regional counterparts, stakeholders, partners, and LGUs, to consolidate and submit reports at the national level.

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II. LEGAL BASIS

A. Presidential Issuances

1. Executive Order (EO) No.52 Series of 2024 which institutionalized the Pag-abot Program that constituted an Inter-agency Committee Therefore, and for Other Purposes, Section 1, wherein it states that the Pag-abot Program is hereby institutionalized as a platform for an enhanced and unified delivery of services to vulnerable and disadvantaged children, individuals, and families in street situations, through the provision of social safety nets and protection against risks brought about by poverty. Under Section 5. Reporting, the Inter-Agency Committee, through the DSWD, shall submit to the Office of the President, through the Office of the Executive Secretary, a bi-annual report on the implementation of the said Order. Under Section 6. Additional Manpower. The DSWD shall determine the organizational structure, appropriate staffing pattern, and corresponding qualification standards for the creation of additional positions necessary for the administration and operation of the *Pag-abot Program*, and submit the same to the Department of Budget and Management (DBM) for review and approval, subject to compliance with relevant laws, rules, and regulations, including the Revised Standards and Organizational Structure and Staffing Pattern of the DBM."
2. Executive Order No. 292 or the "Administrative Code of 1987," the Department of Social Welfare and Development (DSWD) is mandated to advocate for policies and measures addressing social welfare concerns.

B. Department Issuances

1. DSWD MC No. 10 series of 2023 or the Guidelines for the Pilot Implementation of Oplan Pag-abot Project (Reach Out) to Individuals and Families in Street Situation.
2. DSWD Administrative Order No. 04 series of 2024 or the FY 2024 Thrusts and Priorities. The FY 2024 Thrusts and Priorities shall guide and direct all DSWD Clusters, Bureaus, Services, National Program Management Offices, and Field Offices in the formulation of strategic contributions, work and financial plans, office performance contracts, and operational plans and guidelines for program implementation.

III. OBJECTIVE

This Administrative Order is formulated to create the National Program Management Office (NPMO), and Regional Program Management Office (RPMO) which shall streamline and systematize the Pag-abot Program implementation nationwide.

IV. SCOPE AND COVERAGE

This Administrative Order shall cover the following:

1. The DSWD Central Office for the National Program Management Office
2. The Field Office I-XII, CARAGA, CAR, and NCR for the Regional Program Management Office

V. Definition of Terms

National Program Management Office (NPMO) - is responsible for the implementation of systems, procedures, policies, programs, and services for Children, Individuals, and Families in Street Situations (C//F//ISS) to reduce the risk and vulnerabilities and provide various interventions, services and opportunities improve social status and fulfill fundamental rights for them to live productively in a safe, supportive and enabling environment.

Pag-abot - in the English language is to “reach out”. It is a DSWD project which from the name itself, will reach out to vulnerable and disadvantaged individuals, children and families in street situations and welcome them either to a) Place of origin or residences in provinces, municipalities, or cities near Metro Manila; b) Temporary shelter or placement to long-term residential facilities; and c) Permanent placement to a foster family or adoption for those children who may be abandoned.

Regional Program Management Office (RPMO) - is responsible for the overall implementation of the program and services at the regional level specifically on the monitoring and provision of packages of services to reintegrated Children, Individuals, and Families in Street Situations (C//FISS).

VI. COMPOSITION AND STRUCTURE

A. DSWD Central Office Level: National Program Management Office (NPMO)

The NPMO is hereby established and shall be composed of officials and staff under the Office of the Undersecretary for Innovations. See Annex A.

Description	Under the Office of the Undersecretary for Innovations, the National Program Management Office (NPMO) is responsible for the implementation of systems, procedures, policies, programs and services for Children, Individuals and Families in Street Situations (C//F//ISS) to reduce the risk and vulnerabilities and provide various interventions, services and opportunities, improve social status and fulfill fundamental rights for them to live productively in a safe, supportive and enabling environment.
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<p>General Function</p>	<p>The DSWD National Program Management Office (NPMO), under the Pag-abot Program, shall lead in the development of services for an enhanced and unified delivery of services to vulnerable and disadvantaged children, individuals, and families in street situations through the provision of social safety nets and protection against risk brought about by poverty.</p>
<p>Specific Functions</p>	<p>The NPMO shall also perform the following specific functions per section indicated below:</p> <p>A. Reach Out Operation Section</p> <ol style="list-style-type: none"> 1. Conduct environmental scanning, profiling and reach out of children, individuals and families in street situations; 2. Facilitate provision of services through referral to CRCF and other interventions through case management; 3. Install systems and procedures of reaching out the target beneficiaries anchored on social justice and basic human rights; 4. Establish mechanisms that will foster community engagement and involvement to respond immediately to the needs of homeless individuals and families in street situations; and 5. Monitor the status of clients who were reintegrated in their place of origin and those who were placed in the DSWD Centers and Residential Care Facilities (CRCFs). 6. Establish partnerships and Linkages with the Non-Government Agencies (NGAs), Civil Society Organizations (CSOs) and Local Government Units (LGUs) for a holistic and comprehensive implementation of the Program. <p>B. Compliance, Data, and Grants Section</p> <ol style="list-style-type: none"> 1. Monitoring of provision of packages of services to the regions; 2. Provide technical assistance and administrative support to Field Offices, CRCFs, and LGUs on the implementation of the program and in the monitoring of cases of Pag-abot beneficiaries; 3. Updating and monitoring data through the updated dashboard in the Pag-abot Information System; 4. Preparation of Annual ISSP; and 5. Facilitate compliance with the documentary requirements for the provisions of grants and other services for the beneficiaries;

	<p>C. Administrative Section</p> <ol style="list-style-type: none"> 1. Compliance with institutional requirements such as the Anti-Red Tape Act (ARTA), International Organization for Standardization (ISO), and others; 2. Institutional Development through orientation, knowledge sharing, and Program Implementation Review among others; and 3. Facilitate records management (incoming and outgoing), and filing of documents in compliance with documented information as per ISO. <p>D. Planning and Budget Section</p> <ol style="list-style-type: none"> 1. Submission of Financial Report on the Status of Grants; 2. Develop annual plan and budget (PPMP and MDP); 3. Preparation of quarterly, semestral, and annual reports; 4. Facilitate the Harmonized Planning, Monitoring, and Evaluation System of Pag-abot (HPMES); 5. Fund monitoring to include allocation, obligation, disbursements, and liquidation; 6. Preparation of Purchase Requests, Market study, and RIS; and 7. Ensure transparency and accountability in all its transactions. <p>E. Advocacy and Communication Section</p> <ol style="list-style-type: none"> 1. Development of Social Behavioral Change Communication Materials; 2. Implement Communication Plans 3. Events Management and Documentation; 4. Handling and monitoring of social media posts; and 5. Serve as the secretariat of the Inter-Agency Committee (IAC) of EO 52 i.e. convenor during regular meetings, preparation of proceedings, and other logistical requirements. <p>F. Complaint Management Section</p> <ol style="list-style-type: none"> 1. Facilitate resolutions of grievances at all levels of implementation; and 2. Formulate detailed guidelines and instructions for program implementers in responding to grievances in the Program.
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<p>Composition</p>	<ol style="list-style-type: none"> 1. Undersecretary for Innovations; 2. National Program Director (NPD); 3. Deputy National Program Director (DNPD); 4. National Program Manager (NPM); 5. Deputy National Program Manager (DNPM); and 6. Administrative Assistant II. <p>1. Program Support Division Project Development Officer V</p> <p>Administrative Assistant III</p> <ol style="list-style-type: none"> a. Administrative Section Project Development Officer IV Project Development Officer II Administrative Officer II Administrative Assistant III Administrative Aide IV (Driver II) b. Planning and Budget Section Project Development Officer IV Project Development Officer III Project Development Officer II Project Development Officer I Administrative Assistant V c. Advocacy and Communication Section Project Development Officer III Project Development Officer II <p>2. Program Implementation Division Social Welfare Officer V</p> <p>Administrative Assistant III</p> <ol style="list-style-type: none"> a. Reach Out Section Social Welfare Officer IV <p><u>Cluster 1</u> Social Welfare Officer III Project Development Officer III Social Welfare Officer II Project Development Officer II</p> <p><u>Cluster 2</u> Social Welfare Officer III Project Development Officer III Social Welfare Officer II Project Development Officer II</p> <p><u>Cluster 3</u> Social Welfare Officer III Project Development Officer III Social Welfare Officer II Project Development Officer II</p>
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	<p><u>Cluster 4</u> Social Welfare Officer III Project Development Officer III Social Welfare Officer II Project Development Officer II</p> <p>House Parent II <i>Note: Additional Cluster can be created as needed</i></p> <p>b. Compliance, Data, and Grants Section</p> <p>Social Welfare Officer IV Social Welfare Officer III Social Welfare Officer II Project Development Officer II Information Technology Officer I</p> <p>c. Complaint Management Section</p> <p>Social Welfare Officer IV Project Development Officer III Project Development Officer II</p>
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B. Regional Program Management Office (RPMO)

Under the Office of the Regional Director (ORD), the Regional Program Management Office (RPMO) is responsible for the overall implementation of the program and services at the regional level specifically on the monitoring, and provision of packages of services to reintegrated Children/Individuals/Families In Street Situations (C/I/F/ISS).

The Regional Program Management Office (RPMO) through the Regional Program Director or Regional Director, shall oversee the day-to-day operation of Pag-abot Program Implementation in the region. See Annex B.

Description	Under the Office of the Regional Director (ORD), the Regional Program Management Office (RPMO) is responsible for the overall implementation of the program and services at the regional level specifically on the monitoring, and provision of packages of services to reintegrated Children/Individuals/Families In Street Situations (C/I/F/ISS).
General Functions	The Regional Program Management Office (RPMO) through the Regional Program Manager or Regional Director, ensures the day-to-day delivery services, management, and operation of the Pag-abot Program in the region.

<p>Specific Functions</p>	<p>The Pag-abot RPMO shall be lodged under the Social Technology Unit (STU) for this purpose, with positions to be created as needed. The following are the specific functions:</p> <ol style="list-style-type: none"> 1. Facilitate the provision of grants in the comprehensive package of social protection services of the Pag-abot Program to the reintegrated beneficiaries; 2. Conduct validation on the given address of the receiving family or relatives of the reached out individuals and families by the NPMO; 3. Submit feedback report on the result of the conducted validation and assessment including the recommendation of the region to the NPMO; 4. Establish partnerships and coordination with the LGUs and partner agencies for the other provision of appropriate services to the reintegrated beneficiaries in the regional level; 5. Monitor the reintegrated beneficiaries and provide updates to the NPMO; 6. Capacitate the LGUs and partner agencies on the implementation of the Pag-abot Program at the regional level; 7. Conduct advocacy activities at the regional level for the promotion of the program; 8. Submit annual work and financial plan and ensure timely utilization of fund; and 9. Ensure transparency and accountability in all its functions.
<p>Composition</p>	<p>Regional Program Director or the Regional Director Assistant Regional Director for Operations Social Technology Unit Head Social Welfare Officer III Social Welfare Officer II Project Development Officer II Administrative Assistant II Administrative Aide IV (Driver II)</p>

VII. REPORTING AND MONITORING

The **Pag-abot NPMO** shall perform the following tasks as follows:

1. Submit consolidated reports on the reach out operations including the status of the Pag-abot beneficiaries, assessment of cases, and other statistical data;
2. Consolidate the submitted reports from the RPMO (monthly, quarterly, semestral, and annual) to be submitted to the Office of the Undersecretary

- for Innovations and Office of the Secretary as the Chairperson of the Inter-agency Committee;
3. Prepare and submit Work and Financial Plan (WFP) for the Program including the regional funding requirements;
 4. Monitor the budget utilization and liquidation of expenses for the program based on the approved Work and Financial Plan (WFP);
 5. Document good practices and lessons learned from the program implementation as a result of monitoring activity; and
 6. Monitoring of the communication plan in the implementation of the Pag-abot Program.

The **Pag-abot RPMO** shall perform the following tasks:

1. Monitor cases of reintegrated beneficiaries in close coordination with the concerned local government units;
2. Submit accomplishment reports of the program implementation at the regional level using the template provided by the NPMO;
3. Ensure timely utilization of downloaded funds for Pag-abot implementation.
4. Submit fund obligation and utilization reports to NPMO;
5. Formulate regional work and financial plan (WFP) to be submitted to the NPMO; and
6. Submit a weekly status report on the referred beneficiaries who were admitted in the respective CRCFs of the region to the NPMO as part of case updating.

VIII. FUNDING

The fund will be charged against the existing Pag-abot Fund and to the Department of Budget and Management (DBM) for review and approval, subject to compliance with relevant laws, rules, and regulations, including the Revised Standards and Organizational Structure and Staffing Pattern of the DBM.

IX. AMENDMENT

The Pag-abot NPMO may amend or supplement this Administrative Order as may be necessary. The Pag-abot NPMO may issue a Manual of Operations, additional guidance notes, and/or other advisories in relation to the implementation of this order.

X. EFFECTIVITY

This Order shall take effect immediately upon approval and may be subjected to further changes as needed.

Let copies of this Order be issued to the Central Office and concerned Field Offices for their information and guidance.

Issued this _____ day of _____ at Quezon City.



REX GATCHALIAN
Secretary

Date: 25 APR 2024

Certified True Copy



WILLIAM V. GARCIA, JR. 29 APR 2024
OIC-Division Chief
Records and Archives Mgt. Division

