A. OFFICE OF THE SECRETARY

STRATEGIC OBJECTIVES

MANDATE

1. Provide assistance to local government units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs) and other members of Civil Society in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life;
2. Implement statutory and specialized programs which are directly lodged with the Department.

VISION

We envision a society where the poor, vulnerable and disadvantaged are empowered for an improved quality of life. Towards this end, DSWD will be the world's standard for the delivery of coordinated social services and social protection for poverty reduction by 2030.

MISSION

To develop, implement and coordinate social protection and poverty reduction solutions for and with the poor, vulnerable and disadvantaged.

KEY RESULT AREAS

1. Poverty reduction and empowerment of the poor and vulnerable
2. Just and lasting peace and the rule of law
3. Integrity of the environment and climate change adaptation and mitigation

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
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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	2015 TARGETS
Well-being of poor families improved		
% of Pantawid Pamilya families uplifted from survival to subsistence	4.3M families	1 million families
% of Pantawid Pamilya families uplifted from subsistence to self-sufficiency	4.3M families	150,000 families
% of poor families provided with two (2) or more Social Welfare and Development (SWD) services	5.2M identified poor families	80% (4M poor families)
Rights of vulnerable sector promoted		
% of malnourished children in Day Care Centers with improved weight	Absolute targets will be determined upon the first weigh-in of all day care children in 2015	90%
% of Clients in residential care facilities rehabilitated	19,510 clients	30% (5,853 clients)
Services of licensed private social welfare agencies improved		
% of licensed private social welfare agencies (SWAs) with accreditation increased	68 accredited SWAs	10% (75 SWAs)
% of accredited private social welfare agencies under Level 1 move to Level 2	68 SWAs	5% (3 SWAs)

% of Accredited LGU-managed facilities increased	Residential Facilities (RFs) – 8	30 % (RFs – 10)
	Senior Citizens Centers (SCCs) – 44	SCCs – 57
	Day Care Centers (DCCs) – 5,838	DCCs – 7,589
Delivery of coordinated social welfare programs by the Local Government Unit improved		
% of LGUs with fully-functional Local Social Welfare Development Offices (LSWDOs)	Municipalities – 1,490	Municipalities – 20% (298)
	Cities – 144	Cities – 30% (43)
	Province – 81	Provinces – 50% (41)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2015 Targets
MFO 1: SOCIAL PROTECTION POLICY SERVICES	
No. of policies updated, issued and disseminated	28
Average % of Members of Congress, 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	18,068
No. of individuals assisted – (non-residential)	2,950,510
No. of families assisted – (non-residential)	2,628
% of assisted persons for the last three (3) years who were found ineligible (no more than averaged 5%)	4%
% of applications for non-residential assistance that are processed within 24 hours	92%
% of applications for residential assistance that are processed within 24 hours	100%
Pantawid Pamilyang Pilipino Program (Conditional Cash Transfer)	
No. of family beneficiaries-Regular CCT	4,309,769
No. of family beneficiaries – Modified CCT	126,963
Supplementary Feeding Program	
No. of Day Care children provided with supplementary feeding	2,053,383
Recovery and Reintegration Program for Trafficked Persons	
No. of trafficked persons assisted	1,500
Social Pension for Indigent Senior Citizens	
No. of indigent senior citizens ages 65 years old and above, with social pension	939,609
Sustainable Livelihood Program	
No. of families to be served thru Micro-enterprise Development	265,175
No. of families facilitated for employment	113,647
Disaster Relief Operations	
No. of families/individuals provided with relief assistance	all clients served
MFO 3: CAPACITY BUILDING SERVICES	
No. of persons provided with training services.	7,892
% of trainees who rate training courses good or better	89%
% of training courses completed as designed	92%
No. of LGUs and other intermediaries provided with technical assistance	811
% of intermediaries who rate assistance as good as better	91%
% of technical services provided within X days of request	96%

No. of LGUs and other intermediaries provided with resource augmentation	208
% of recipients who rate assistance as good or better	90%
% of resource augmentation initiative request acted upon within three (3) days	86%

MFO 4:   REGULATORY SERVICES

No. of social welfare and development agencies and service providers licensed or accredited	5,929
% of licensed and accredited SWDAs/service providers with a recorded violation within the last two (2) years	5%
% of licenses issued in 15 days or less from receipt of compliant application	80%
Number of violations/complaints received	1
Number of persons and entities with 2 or more recorded violations/complaints in the last three (3) years as a % of total number of violators in the last (3) years	1
Percentage of detected violations/complaints that are resolved following due process per approved guidelines	100%