

REGIONAL MEMORANDUM ORDER

No. 002
Series of 2024

SUBJECT: REGIONAL TRANSLATION OF DSWD-NCY CY 2024 THRUSTS AND PRIORITIES

I. RATIONALE AND CONTEXT

The FY 2024 Thrusts and Priorities of the Department of Social Welfare and Development (DSWD) are aligned with Ambisyon 2040 (Matatag, Maginhawa at Panatag na Buhay) and the Philippine Development Plan 2023-2028. With the ushering in of new leadership, the DSWD is embarking on a journey towards crafting the DSWD Strategic Plan 2024-2028 which aligns with the current developments and trends. This new plan will integrate strategies for the next five (5) years, considering the Devolution Transition Plan, Social Protection Plan 2023-2028, and the Philippine Development Plan 2023-2028. It will serve as a foundation for the Department's overall strategy, guiding planning, budgeting, monitoring, evaluation, and accountability. This plan represents a significant milestone in shaping the Department's direction, emphasizing its commitment to improving lives and empowering the nation's intermediaries for a more inclusive and prosperous future.

Anchored in the DSWD Strategic Plan 2024-2028, the FY 2024 Thrusts and Priorities aims to accomplish foundational deliverables along the major strategic objectives of the Department using the balanced scorecard perspectives such as social impact, customer, process excellence, learning and growth, and financial stewardship. These collectively constitute the annual deliverables of strategic initiatives laid out in the plan, promising a holistic transformation in the realm of social welfare and development resonating with the powerful mantra of **Bawat Buhay Mahalaga**, reminding us of the unwavering commitment of the DSWD in enhancing the well-being of those it serves.

To ensure the cascading and implementation of these thrusts and priorities in the Field Office, a regional translation is formulated aligned with the Department's Administrative Order 04, series of 2024 FY 2024 Thrusts and Priorities.

II. Objective

The FY 2024 Thrusts and Priorities shall guide and direct all the Division, Center/Residential Care Facilities, Unit, and Sections (DCRCFUSs) in the formulation of strategic contributions, work, and financial plans, office performance contracts, and operational plans as well as guidelines for the program implementation.

III. Thrusts and Priorities of the Field Office- National Capital Region

1. DSWD Strategic Plan Initiatives

Social Impact and Stakeholders Empowerment Perspective (Steering)

This perspective pertains to the result of the overall goals of the organization and creating long-term impact in the capacities of partners and stakeholders along with social protection and social welfare and development. The overarching Strategic Objective is to increase the capacities of Local Government Units (LGUs) and Social Welfare and Development Agencies (SWDAs) in the delivery of social welfare and development services with two (2) key strategies namely, improve the implementation of Technical Advisory Assistance and Other Related Support Services (TAAORSS) and, strengthen agency's regulatory function.

a. *Capacity of LGUs and SWDAs in the delivery of social welfare and development services increased.*

Thrusts and Priorities	Responsible Office
Two (2) LGUs with Needs Assessment Report and developed TA Plans	<ul style="list-style-type: none"> • Technical/ Advisory Assistance and Other Related Support Services (TAAORSS)
Two (2) LGUs provided with TA based on Menu of Interventions and DSWD Academy	<ul style="list-style-type: none"> • TAAORSS
Ensure monitoring of SWDAs compliance to standards and regulations on registration, licensing, and accreditation (RLA)	<ul style="list-style-type: none"> • Standards Section

Social Impact Perspective (Rowing)

One of the main objectives of the Region is to elevate the lives of the Pantawid Pamilyang Pilipino Program (4Ps) beneficiaries and converge them with other social protection programs towards maximizing the benefits for the 4Ps beneficiaries and improving their well-being.

The Region also extends its reach to address the needs of the “community/center and residential based beneficiaries that cater to Persons with Disabilities and other vulnerable sectors” by developing and sustaining their capacities and building their resilience to risk. The DSWD also makes efforts to strengthen social protection measures.

a. *Well-being of 4Ps Household Improved*

Thrusts and Priorities	Responsible Office
<p>Implementation of various strategies to achieve self-sufficiency in 4Ps households including strengthened internal and external convergence of social protection programs to include provision of funds for the SLP</p> <p>a. Provision SLP intervention through Micro-Enterprise Development (MD) /Employment Facilitation (EF) funds to 4,427 4Ps households.</p> <p>b. 271 households are provided with Enhanced Support Services Interventions (ESSI)</p>	<ul style="list-style-type: none"> • Pantawid Pamilyang Pilipino Program • Sustainable Livelihood Program (SLP)
Ensure Administration of Social Welfare and Development Indicators (SWDI) to 202,229 Pantawid Pamilya households	
Strengthen public awareness campaigns and information-dissemination efforts on the 4Ps program and advocacies.	<ul style="list-style-type: none"> • Pantawid Pamilya and SMO
Facilitate the pilot testing of Digital Financial Literacy to enable 4Ps beneficiaries' easier way of claiming 4Ps cash grants	<ul style="list-style-type: none"> • National Household Targeting Section and Pantawid Pamilyang Pilipino Program
Strengthened advocacy on the utilization of Listahanan 3 data both for Social Protection programs of DSWD and other agencies.	

b. Client's vulnerabilities reduced

Thrusts and Priorities	Responsible Office
Participate in the comprehensive, integrated program review and evaluation of programs and services on social protection	<ul style="list-style-type: none"> ▪ Policy Development and Planning Section
1,197 beneficiaries received assistance from the Walang Gutom 2027: The Philippine Food Stamp Program	<ul style="list-style-type: none"> ▪ FSP RPMO
8,623 benefitted from the Sustainable Livelihood Program <ul style="list-style-type: none"> a. 2,246 Individuals for Micro Enterprise and Employment Facilitation b. 5,131 SLPA c. 49 EO 70 	<ul style="list-style-type: none"> ▪ Sustainable Livelihood Program
The beneficiary received assistance from the Buong Bansa Handa Project	<ul style="list-style-type: none"> ▪ Disaster Response and Management Division
100% of identified and qualified college students and low-income parents of non-readers received the stipend under Tara, Basa! Tutorial Program	<ul style="list-style-type: none"> ▪ Social Technology Unit
100% of endorsed Children/Family/Individuals in Crisis Situations (CFISS) are monitored and provided with packages of services from the Oplan Pag-abot	<ul style="list-style-type: none"> ▪ Concerned C/RCFs
Verified individuals with PhilSys Number (PSN) in the Unified Beneficiary Database	<ul style="list-style-type: none"> ▪ Policy and Plans Division
Centers and Residential Care Facilities transformed into centers of excellence. Level III Accreditation: <ul style="list-style-type: none"> ▪ NVRC (Sustain) ▪ MH (Level up from L2) Level II Accreditation: <ul style="list-style-type: none"> ▪ Nayon ng Kabataan (Sustain) ▪ Level I Accreditation ▪ Haven for Women (Sustain) ▪ Sanctuary Center (Renew from E-L1) ▪ INA Healing Center (Renew from E-L1) ▪ Rehabilitation Sheltered Workshop (Renew from E-L1) ▪ Haven for Children (Renew from E-L2) Facilitate the assessment of 7 C/RCFs with expired or no accreditation certificates to improve the implementation and to comply with the standards towards service delivery excellence <ul style="list-style-type: none"> ▪ Reception and Study Center for Children ▪ Elsie Gaches Village ▪ Jose Fabella Center ▪ GRACES ▪ IACAT ▪ Bahay Silungan ▪ Regional Rehabilitation Center for Youth 	<ul style="list-style-type: none"> ▪ Center/Residential Care Facilities ▪ Regional Center Coordinator, and ▪ Standards Section
Ensure compliance to the five (5) areas of indicators for the C/RCFs accreditation and achieve a center of excellence.	<ul style="list-style-type: none"> ▪ Center/Residential Care Facilities
Lobbying of the staff-client worker or workforce planning	<ul style="list-style-type: none"> ▪ Regional Center Coordinator,

Thrusts and Priorities	Responsible Office
the ratio for all allied professionals in achieving a center of excellence.	<ul style="list-style-type: none"> ▪ Standards Section, and ▪ Human Resource Management and Development Division
Implementation of Adaptive and Shock Responsive Social Protection Programs a. Participate in the Pilot implementation of child disability support allowance b. b. Disaster Response Mitigation Program	<ul style="list-style-type: none"> ▪ Social Technology Unit ▪ Disaster Response and Management Division

Process Excellence

The process excellence perspective emphasizes the importance of organizational productivity and business process efficiency particularly the digital transformation of processes.

a. Delivery of social protection programs and services modernized

Thrusts and Priorities	Responsible Office
Optimize ICT Infrastructures to support priority systems	<ul style="list-style-type: none"> ▪ Policy and Plans Division (PPD) ▪ Regional Information Officer (RIO)-Social Marketing Office (SMO) ▪ Regional Information and Communication Technology Management Service (RICTMS)
100% of users are trained and proficient in systems facilities	
Establish and operationalize the DSWD Network Operation Center (NOC) and Security Operations Center (SOC) to ensure the reliability, security, and optimal performance of ICT systems for program and service delivery	<ul style="list-style-type: none"> ▪ Office of the ARD for Operations ▪ Protective Services Division, and ▪ Promotive Services Division
Incorporate the PhilSys ID in the current Government-to-person (G2P) systems to streamline benefit disbursement	
Implement the Beneficiary First (BFIRST) approved activities	<ul style="list-style-type: none"> ▪ Policy and Plans Division
Compliance with the implementation of enhanced electronic satisfaction measurement (E-CSMF)	<ul style="list-style-type: none"> ▪ All Offices and ARTU
Developed and utilized Interactive Kiosk with CSMF feature	<ul style="list-style-type: none"> ▪ Financial Management Division ▪ RICTMS and ▪ ARTU
Include implementation of Integrated Accountancy, Budget, and Cash Information System (iABC)	<ul style="list-style-type: none"> ▪ Financial Management Division and ▪ Policy and Plans Division
Support in the Implementation of the Research and Evaluation Agenda	<ul style="list-style-type: none"> ▪ Policy Development and Planning Section (PDPS)
Support in the completion of research and Evaluation studies conducted by PDPB	<ul style="list-style-type: none"> ▪ PDPS
Facilitate the implementation of the Social Protection Plan 2024-2028	<ul style="list-style-type: none"> ▪ All Offices ▪ Policy and Plans Division
Support in the conducted social technology expo	

Thrusts and Priorities	Responsible Office
	<ul style="list-style-type: none"> ▪ Social Technology Unit
Effective archival of the vital /permanent records of the Region	<ul style="list-style-type: none"> ▪ General Administrative Services Division
Full implementation of Property Records and Equipment Monitoring Inventory System (PREMIS)	<ul style="list-style-type: none"> ▪ General Administrative Services Division

Learning and Growth Perspective

The learning and growth perspectives highlight the organization 's commitment to nurturing its human capital, technology, and organizational culture. It has two (2) strategic objectives, namely, (1) organization performance improved and (2) workforce competence, and performance enhanced and welfare secured.

a. Organizational Performance Improved

Thrusts and Priorities	Responsible Office
Implement the approved Guidelines on the Onboarding program	<ul style="list-style-type: none"> ▪ Human Resource and Management Development Division
Participate in Audit schedule (Organizational Audit)	<ul style="list-style-type: none"> ▪ PDPS
Compliance to SOPs concerning the application for ISO certification with enhanced scope	<ul style="list-style-type: none"> ▪ PPD
Compliance with oversight agencies' requirements	<ul style="list-style-type: none"> ▪ All Offices
Operations of Knowledge Management	<ul style="list-style-type: none"> ▪ Office of the Regional Director

b. Workforce competence, performance enhanced, and welfare assured

Thrusts and Priorities	Responsible Office
Participate in the Development of the DSWD Competency Framework (for target positions) <ol style="list-style-type: none"> a. Competency Standards per position (for target positions) b. Competency Assessment tool (for target positions) c. Lobbying to Department of Budget and Management (DBM) the approval of contractual positions for Cost of Service Workers (COS) 	<ul style="list-style-type: none"> ▪ Human Resource Management and Development Division and ▪ Policy and Plans Division
Compliance with HR Prime Indicators to contribute to the 80% of PRIME HRM Level III Indicators (not including indicators along HRMIS and practices lens)	<ul style="list-style-type: none"> ▪ HRMDD
Welfare of employees and benefits are ensured and protected, particularly the full implementation of Magna Carta for Public Social Workers	<ul style="list-style-type: none"> ▪ HRMDD

Financial Stewardship Perspectives

The financial stewardship perspective focuses on efficient resources management evidenced by established monitoring mechanisms, transparency in budgetary and liquidation processes, and sound financial management practices.

a. Judicious utilization of resources ensured

Thrusts and Priorities	Responsible Office
Participate in the Review of Program Expenditure Structure (PREXC Structure)	<ul style="list-style-type: none"> ▪ Policy and Plans Division ▪ Financial Management Division
Approved Medium Term Expenditure Plan for FY 2024-2028	<ul style="list-style-type: none"> ▪ FMD
5-year planning, budgeting, and procurement calendar	<ul style="list-style-type: none"> ▪ PPD ▪ FMD ▪ Procurement Section and ▪ BAC
Ensure compliance with financial guidelines and on time facilitation of financial documents	All Offices

B. Ensure full implementation of DSWD Programs and Services

1. Pantawid Pamilyang Pilipino Program
2. Sustainable Livelihood Program
3. Supplementary Feeding Program
4. Social Pension for Indigent Senior Citizens
5. Center and Residential Care Facilities
6. Implementation of the Centenarian Act of 2016
7. Protective Services for Individuals and families in difficulties circumstances
8. Comprehensive Program for Street Children Street Families and IP especially Sama Bajaus
9. Recovery and Reintegration Program for Trafficked Persons
10. Disaster Response and Management Program
11. Standard-setting, Licensing, Accreditation, and Monitoring Services
12. Provision of Technical Advisory Assistance and Other Related Support Services (TAAORSS)

On Gender and Development (GAD), the Field Office NCR will continually implement its regional GAD activities aligned with the 2020-2025 DSWD GAD Agenda, ensuring GAD mainstreaming pursuant to Republic Act 9710, also known as the Magna Carta of Women (MCW).

All responsible offices shall provide periodic accomplishments on the Thrusts and Priorities for monitoring purposes.

For compliance.

Issued in Manila City, this 2 of May 2024


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