



ADMINISTRATIVE ORDER

No. 04
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SUBJECT: FY 2024 THRUSTS AND PRIORITIES

I. RATIONALE AND CONTEXT

The FY 2024 Thrusts and Priorities of the Department of Social Welfare and Development are aligned with Ambisyon 2040 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 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 perspective (social impact, customer, process excellence, learning and growth, and financial stewardship). They 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.

II. Objective

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. Thrusts and Priorities of the Department

The following thrusts and priorities for 2024 are lifted from the year 2024 deliverables of the DSWD Strategic Plan Project Profiles and led by the Execom Project Team Leader.

A. DSWD Strategic Plan Initiatives

Social Impact and Stakeholder 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 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. Capacities of LGUs and SWDAs in the delivery of social welfare and development services increased

Thrusts and Priorities	Responsible Project Team Leaders / Offices
1. Functional DSWD Academy (Approved Academy Plan, Enrollee Plan, Curriculum, Modules, and Courses)	Undersecretary for Standard and Capacity Building Group (SCBG)/ Social Welfare Institutional Development Bureau (SWIDB),
2. Approved Capacity Development Agenda	Lead: SWIDB, Program Management Bureau (PMB), Social Technology Bureau (STB), Standards Bureau (SB), Policy Development and Planning Bureau (PDPB)
3. Issuance of the Omnibus Guidelines in the Provision of Technical Advisory Assistance and Other Related Support Services (TAAORSS)	SCBG/ SWIDB
4. Enhanced and piloted Service Delivery, and Capacity Assessment Tool	SCBG/SWIDB
5. Implemented Technical Advisory Assistance and Other Related Support Services (TAAORSS) package for provincial, city, and municipal social welfare and development offices	SCBG/SWIDB
6. Approved Three (3) -year Technical Assistance Plan	SCBG/SWIDB
7. Approved DSWD Academy Guidelines	SCBG/SWIDB
8. Approved competency framework for Social Workers and Paraprofessionals	SCBG/SWIDB

Thrusts and Priorities	Responsible Project Team Leaders / Offices
9. Approved certification tools for learners and subject matter experts	SCBG/SWIDB
10. Issued one (1) regulatory guideline in the streamlined processes and automation through DSWD Electronic and License and Permit System	SCBG/SB
11. Updated Structure of Standards Bureau on regulatory functions	
12. Popularization of the Harmonized Electronic Licensing Permit System (HELPS) DSWD Regulatory Services	
13. Forged Memorandum of Agreement/ Understanding with stakeholders such as Law Enforcement Agencies and other concerned National Government Agencies (NGAs)	SCBG/SB
14. Outstanding SWDAs are recognized annually through the Search for Outstanding SWDA	SCBG/SB

Social Impact Perspective (Rowing)

One of the main objectives of the DSWD is to uplift the lives of the 4Ps beneficiaries and converge them with other social protection programs towards maximizing the benefits for the 4Ps beneficiaries and improving their well being.

DSWD also extends its reach to address the needs of the community and center-based beneficiaries by developing and sustaining their capacities and by building their resilience to risks. The DSWD also makes efforts to strengthen social protection measures.

b. Well-being of 4Ps Household Improved

Thrusts and Priorities	Responsible Project Team Leaders / Offices
1. Implementation of various strategies to achieve 28% self-sufficiency in 4P households including strengthened internal and external convergence of social protection programs to include	National Household Targeting System and Pantawid Pamilyang Pilipino Program (NHTS)

provisions of funds for the SLP and prioritization of 4Ps target at the Regional level	and 4Ps)- 4Ps NPMO
2. Regular administration and monitoring of Social Welfare and Development Indicators (SWDI)	
3. Strengthen public awareness campaigns on the 4Ps Program	Traditional Media Service and Digital Media Service
4. Pilot testing of Digital Financial Literacy to enable 4Ps beneficiaries easier way of claiming 4Ps cash grants	National Household Targeting System and Pantawid Pamilyang Pilipino Program (NHTS and 4Ps)- 4Ps NPMO
5. Approved Strategy on DSWD Dynamic Social Registry and ready for <i>pilot</i> test	
6. Strengthened advocacy on the utilization of Listahanan 3 data both for Social Protection programs of DSWD and other agencies	

c. Clients' vulnerabilities reduced

Thrusts and Priorities	Responsible Project Team Leaders / Offices
1. Comprehensive, integrated program review and evaluation of programs and services on social protection	Lead: Policy Development and Planning Bureau All programs
2. Implementation of agency innovations and retooling of the existing program	
a. Walang Gutom 2027: The Philippine Food Stamp Program	Office of the Undersecretary for Innovations
b. Sustainable Livelihood Program (SLP)	Sustainable Livelihood Program
c. Buong Bansa Handa Project	Disaster Response and Management Group
d. Kapit-Bisig Laban sa Kahirapan-Comprehensive and Integrated Delivery of Social Services (KALAHY CIDSS)	KALAHY-CIDSS
e. Tara, Basa! Tutoring Program	Office of the Undersecretary for Innovations and Social Technology Bureau

Thrusts and Priorities	Responsible Project Team Leaders / Offices
f. Oplan Pag-abot	Office of the Undersecretary for Innovations and Social Technology Bureau
g. Development of the Pagkilos Project (successor program)	KALAHI-CIDSS
h. Buong Bansa Mapayapa	Undersecretary for Inclusive Sustainable Peace and Special Concerns
3. Verified 10 million individuals with PhilSys Number (PSN) in the Unified Beneficiary Database	Chief Information Officer/Information Communication Technology Management Service (ICTMS)
4. 70% of Centers and Residential Care Facilities transformed as centers of excellence or are level 3 accredited	Program Management Bureau
5. Implementation of Adaptive and Shock Responsive Social Protection Programs a. Pilot implementation of child disability support allowance b. Expansion of Sustainable Livelihood program to include and study microinsurance c. Disaster response and mitigation programs	Social Technology Bureau Sustainable Livelihood Program Disaster Response and Management Bureau

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 Project Team Leaders / Offices
1. Identify the three (3) priority frontline services for automation and these to include the end-to-end solution for digital payments	Undersecretary for Policy and Plans/ Chief Information Officer and Information and Communication Technology Management
2. Optimize ICT Infrastructures to support priority systems	

Thrusts and Priorities	Responsible Project Team Leaders / Offices
3. 100% of users are trained and proficient in systems functionalities	Service (ICTMS)
4. Establish and operationalize the DSWD Network Operations Center(NOC) and Security Operations Center(SOC) to ensure the reliability, security, and optimal performance of ICT systems for program and service delivery.	
5. Incorporate the PhilSys ID in the current Government-to-Person(G2P) systems to streamline benefit disbursement.	
6. Implement the Beneficiary First (BFIRST) initiatives	BFIRST Project Management Unit
7. Implement the EPAHP-Digital Mapping System for Community-Based Organization	EPAHP-NPMO
8. Enhanced electronic satisfaction measurement form (E-CSMF)	Office of the Assistant Secretary for Policy and Plans
9. Developed and utilized Interactive Kiosks with CSMF feature	
10. Include implementation of Integrated Accountancy, Budget, and Cash Information System (iABC)	Financial Management Service and ICTMS
11. Implementation of the Research and Evaluation Agenda	Policy and Plans Group (PPG)/ Policy Development and Planning Bureau (PDPB)
12. Five research and evaluation studies were completed	
13. Implementation of the Social Protection Plan 2024-2028	PDPB
14. Conducted social technology expo	Social Technology Bureau
15. Social Technologies completed	
16. Issued omnibus guidelines on social technology development	

Learning and Growth Perspective

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

a. Organizational Performance improved

Thrusts and Priorities	Lead/ Responsible Office
1. Guidelines on the Onboarding program	Human Resource and Management Development Service (HRMDS)
2. Organization Audit Plan	PDPB
3. Application for ISO certification with enhanced scope	Assistant Secretary for Policy and Plans
4. Compliance with oversight agencies' requirements	Offices, Bureaus, Services, and Units (OBSUs)

b. Workforce competence, performance enhanced, and welfare assured

Thrusts and Priorities	Lead/ Responsible Office
1. Development of the DSWD Competency Framework (for target positions) <ul style="list-style-type: none"> a. Competency Standards per position (for target positions) b. Competency Assessment tool (for target positions) 	HRMDS
2. 60% of PRIME HRM Level III indicators (not including indicators along HRMIS and practices lens)	Lead: HRMDS All Offices

Financial Stewardship Perspective.

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

a. Judicious utilization of resources ensured

Thrusts and Priorities	Lead/ Responsible Office
1. Review of Program Expenditure Structure (PREXC Structure)	PDPB and FMS
2. Approved Medium Term Expenditure Plan for FY 2024-2028	FMS
3. 6-year planning, budgeting, and procurement	PDPB and FMS

calendar	
4. Approved Partnership agenda	Partnership Building and Resource Mobilization Office (PBRMO)
5. Launching of Partner's Portal	
6. Development of partner's program portfolio	

B. Regular DSWD Programs

1. Pantawid Pamilyang Pilipino Program
2. KALAHI-CIDSS
3. Sustainable Livelihood Program
4. Supplementary Feeding Program
5. Social Pension for Indigent Senior Citizens
6. Center and Residential Care Facilities
7. Bangsamoro Umpungan sa Nutrisyon (BangUn) Project
8. Implementation of the Centenarian Act of 2016
9. Protective Service for individuals and families in difficult circumstances
10. Comprehensive Program for Street Children Street Families and IP especially Sama Bajaus
11. Recovery and Reintegration Program for Trafficked Persons
12. Disaster Response and Management Program
13. National Resource Operation
14. Standards-setting, Licensing, Accreditation, and Monitoring Services
15. Provision of Technical Advisory Assistance and Other Related Support Services (TAAORSS)
16. Enhanced Partnership Against Hunger and Poverty Program

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

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

For Compliance.

Issued in Quezon City, this 22nd day of ____ February 2024

RG/HAGC/CBL.

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