



## ADMINISTRATIVE ORDER

No. 03

Series of 2020

**SUBJECT: Department of Social Welfare and Development (DSWD) COVID-19 Response and Recovery Plan (2020-2022)**

### I. RATIONALE

The novel coronavirus (nCoV), which first appeared in China at the end of 2019 now, affects over two million individuals around the globe. More than twenty-five percent (25%) have recovered, and recorded deaths are at six percent (6%). While over thirty percent (30%) of the total confirmed cases are in the United States of America, the vast majority of new cases reported since February 25 have affected 210 countries and territories around the globe.

In the Philippines, the first recorded local death occurred on March 11, 2020. On the same day, the World Health Organisation (WHO) recognized the exponential spread and severity of the COVID-19 which led to its declaration as a pandemic. Six (6) days after that, on March 17, 2020, the entirety of Luzon was placed under Enhanced Community Quarantine (ECQ) brought about by the threat of COVID-19. As of date, almost all of the provinces nationwide have implemented ECQ as a measure to limit or halt the spread of the virus.

On March 24, 2020, Republic Act No. 11469 or the "Bayanihan to Heal As One" Act was enacted which empowers the National Government to provide an emergency subsidy to 18 million poor and low-income families. As stipulated in the Joint Memorandum Circular No. 1 s. 2020 issued on March 28, 2020, the subsidy shall amount to a minimum of Five Thousand Pesos (P5,000.00) to a maximum of Eight Thousand Pesos (P8,000.00) a month for 2 months to provide for basic food, medicine, and toiletries. The subsidy shall be computed based on the prevailing regional minimum wage rates and the existing subsidy programs of the local and national governments.

On April 3, 2020, Emergency Cash Subsidy for 3.7M Pantawid Pamilyang Pilipino Program beneficiaries were transferred via cash/atm cards within 24 hours upon receipt of funds from the Department of Budget and Management. The DSWD has also provided Emergency Cash Subsidy for 40,418 TNVS/PUVs in the National Capital Region on 8 April 2020. Pay-out of ESP started on April 10, 2020 for low-income family beneficiaries, and a total of 1,064,185 beneficiaries as of April 20, 2020. Distribution of Food and non-Food Items and the provision of COVID-19 related assistance (medical and burial) through AICS are continuous. Delays in the distribution of emergency subsidy at the local level were noted and are attributed to constant changes in the policies, transparency and communication on the implementation of SAP, varying processes at the LGU level, lack of reliable list and databases for SAP validation and accountability, need for other forms of targeting system and corresponding responsive social protection program for different target disadvantaged groups.

The short, medium and long-term effects of this pandemic in all sphere or dimension cannot be underrated, thus, it is on this premise that the DSWD implements the social amelioration programs and social welfare and protection interventions that is adaptive with the current context to mitigate

the effects on health, economic, social, physical and psychosocial well-being of the most vulnerable sectors.

## II. LEGAL BASES

The following policies reinforce this plan:

1. Republic Act No. 10121, entitled "Philippine Disaster Risk Reduction and Management Act of 2010"
2. Republic Act No. 11469, entitled "Bayanihan to Heal as One Act"
3. Executive Order No. 70 s. 2018, entitled "Institutionalizing The Whole-Of-Nation Approach In Attaining Inclusive And Sustainable Peace, Creating A National Task Force To End Local Communist Armed Conflict, And Directing The Adoption Of A National Peace Framework"
4. DSWD Administrative Order No. 14 s. 2019, entitled "DSWD Guidelines in the Implementation of the Executive Order No. 70, series of 2018"
5. JMC No.1, series of 2020, entitled "Special Guidelines On The Provision Of Social Amelioration Measures By The Department Of Social Welfare And Development, Department Of Labor And Employment, Department Of Trade And Industry, Department Of Agriculture, Department Of Finance, Department Of Budget And Management, And Department Of The Interior And Local Government To The Most Affected Residents Of The Areas Under Enhanced Community Quarantine"
6. Department of Budget and Management (DBM) National Budget Circular (NBC) No. 580 issued on April 22, 2020, entitled "Adoption of Economy Measures in the Government Due to the Emergency Health Situation"
7. MC No. 5, series of 2020, entitled "Supplemental Guidelines to Memorandum Circular No. 04 Series of 2020 on the Provision of Social Amelioration Measures by DSWD"
8. MC No. 8, series of 2020, entitled "Simplified Data Sharing Guidelines on the Provision of DSWD Programs and Services During a National State of Emergency"
9. MC No. 9, series of 2020, entitled "Omnibus Guidelines in the Implementation of the Emergency Subsidy Program of the Department of Social Welfare and Development"
10. MC NO. 10, series of 2020, entitled "Amendments to Memorandum Circular No. 05 series of 2020 on the Provision of Social Amelioration to 4Ps Households"

## III. GUIDING PRINCIPLES

The success of the Department's approach depends on collective action and shared responsibility between and among the Offices, Bureaus, Services and Units (OBSUs) and the Field Offices (FOs) in the Department and guided by the following key principles:

1. Respect for the inherent worth and dignity of persons;
2. Social justice and equity, considering the disparity among Filipinos of being poor, low-income families, part of the self-employed and middle class are the most affected sectors of the society;



3. Promote and sustain physical, emotional, social, spiritual and mental well-being of individuals;
4. Work in solidarity with each other, to minimize illness for everyone, but especially those who are at higher risk or are in vulnerable groups – mostly the senior citizen;
5. Take unique measures to help the vulnerable groups such as women and children to assist cases of gender-based violence and child abuse during the outbreak of COVID-19 – not to increase the pre-existing incidence of GBV and abuse cases; and
6. Community participation and empowerment to embrace a “new normal” life through adequate education and information dissemination

#### IV. SITUATIONAL ANALYSIS

The number of confirmed COVID-19 positive cases in the country continue to rise. Based on the record of the Department of Health, males are commonly infected by the virus at 55% than females which is at 45%. A total death of 446, and 693 recovered cases were recorded as of April 22, 2020. Noting the huge impact of this outbreak and the comprehensive efforts of the government together with other stakeholders to respond to its effects, it is imperative to consider the following assumptions and risks across every human development sphere at all phases - during Enhanced Community Quarantine (ECQ), lifting of the ECQ, and post-COVID-19 situation.

##### Health

- Evidence of sustained community transmissions;
- Unavailability of medicines to cure and vaccines to protect the entire country;
- Contamination of DSWD frontliners and their families and officials during their transfers from residence to the office and vice-versa as they perform their tasks and responsibilities;
- Capacity of health facilities in the affected communities particularly in geographical isolated and disadvantaged areas (GIDA) including communities of Indigenous Peoples (IPs);
- Mental and health issues (individual, families, communities and service providers);
- Treatment of COVID-19 is so expensive;
- Government facilities, hotels and schools are converted and identified as venues for quarantine and isolation. There is also a need for medical support to maintain sufficient standards; and
- Programs and interventions on the First 1000 Days are to be implemented to safeguard the health and nutrition requirement of children amidst pandemic and ECQ protocols.

##### Economy

With the impact of the Enhanced Community Quarantine implementation, the socio-economic aspect of Filipino families has been negatively affected as their sources of livelihood and income were halted.

- Modified, selective and/or graduated lifting of Enhanced Community Quarantine (ECQ) will more likely take place after April 30, 2020;
- Price hike of basic necessities are still evident despite price control measures implemented by the Department of Trade and Industry due to: numerous checkpoints, high demand for basic commodities, etc.
- DSWD experienced massive grievances citing the exclusion of particular groups from the emergency subsidy program during its 3rd week of implementation. With this, a reliable (cleaned and updated) database which includes the middle class (40% of the total population according to 2018 PIDS study on profiling the middle class) is being prioritized;
- Increase of repatriated and stranded Overseas Filipino Workers (OFW) abroad including sea farers due to termination of contracts;
- Massive unemployment due to the closure of small and medium enterprises (SMEs) and other private corporations; and
- Depleting resources of affected families due to increase in prices of basic commodities, increased expenditures on medical needs if anyone in the family is sick and/or contracted with the virus and loss of income.

## Social

- The impact of COVID-19 on women particularly on gender-based violence is increasing exponentially according to UN policy brief on the impact of COVID-19 on Women issued on April 9, 2020 – “Many women are being forced to lockdown at home with their abusers at the same time that services to support survivors are being disrupted or made inaccessible.”;
- The food insecurity due to the pandemic are felt more by women due to their socially assigned gender roles;
- Increased demand for OFW assistance services due to the increasing number of repatriated and stranded OFWs;
- Increased screen time and access to internet sites due to the ECQ and home/online schooling has increased the risk of children’s exposure to online predators and becoming victims of Online Sexual Abuse and Exploitation of Children (OSAEC);
- Social unrest may rise due to considerable uncertainty in terms of the government’s capacity to contain the spread of the deadly virus, availability of test kits to detect potential carriers, the capacity and quality of the country’s healthcare system, country’s economic resilience to ensure food security of every affected Filipino, ensuring continuous and unhampered food production and stable supply chain, massive unemployment brought about by a paralyzed economy, suppression of democratic activities, and the anxiety of facing “new normal” practices post COVID-19 (i.e. change in beliefs, values, norms and traditions); and
- Canceling or limiting social, public and religious gatherings



## Environment

- Chances of other disasters that may strike during the COVID-19 — in the event of occurrence of other disaster, the Department as lead in Response Pillar of the National Disaster Risk Reduction and Management Council (NDRRMC), will ensure that the response of the Philippine government to disasters is well coordinated, follows established protocols, and is clearly communicated to the public. The Department as lead agency on (1) Camp Coordination and Camp Management (CCCM) Cluster will provide assistance and augment all requirements for the management and evacuation of families affected by disasters; (2) Food and Non Food Items (FNI) Cluster will provide augmentation on food and non-food to the affected Local Government Units; and (3) Internally Displaced Persons (IDPs) Protection Cluster will support and enhance the Government's capacity to ensure protection and addressing the need of Internally Displaced Persons (IDPs).

## Political

- The adverse impacts of the ECQ and the COVID-19 pandemic as mentioned above further amplified impacts of COVID-19 in the contexts of the peace and security - black propaganda against the current Administration (bringing down public confidence and trust to the government);
- Politicking of the social amelioration programs (SAP) at the national, province, city and municipal level; and
- Absence of a reliable database that will profile at the barangay level to facilitate the easy identification of the targets in providing social amelioration programs to affected families or households.

## Organization

This plan tends to assume the ECQ principle of physical distancing, requiring quarantine, no public transportation resulted in less workforce mobility and adoption of work arrangements, the following are being considered to redirect the existing strategies of the Department until December 31, 2022 for the organization to be responsive in the delivery of timely and efficient social welfare and social safety nets programs.

### Program management and implementation, monitoring and evaluation

- Recalibration of DSWD programs is vital to ensure that social-welfare and social safety nets programs are being implemented to the current pandemic context;
- Development of IEC materials based on the approved operational guidelines per program to minimize misinformation and confusion in the implementation of identified DSWD programs down to barangay level;
- Timely and reliable monitoring and evaluation through the establishment of Agency Operation Center (AOC) which shall be responsive for the daily and weekly reporting requirements of the oversight agencies and the Office of the President;

- Sex and age disaggregation data and information necessary in monitoring the provision of DSWD programs, projects and services;
- Maximize technology-based solutions for essential DSWD programs and services;
- Evaluation studies on the programs, projects and services being implemented to affected individuals, families and communities; and
- Presence of risks and treatment plan.

### **Strategic Communications**

- Presence of responsive and timely strategic communication plan (including IEC materials and other collaterals).

### **Financial Management**

- Fiscal Capacity to implement responsive programs adaptive to the current pandemic context is deemed necessary. Hence, modification of funds shall be ensured to implement the recalibrated programs, projects and activities of the Department. This should be in accordance with the national policies issued by the Department of Budget and Management (DBM).

### **Human Resource**

- Contamination and possible death of DSWD frontliners and officials due to COVID-19;
- Limited or no provision of Personal Protective Equipment (PPE).
- Flexibility to adopt “new normal” work arrangements, i.e. work from home, tele-working, social and physical distancing in the workplace, no mass gatherings, no domestic and foreign official travels, to slow down or stop the chain of transmissions;
- Not all employees have internet connection at home, telephone lines, laptop and other equipment to be used to support the Work from Home (WFH) arrangements; and
- Provision of COVID-19 hazard pay and other benefits including medical, burial and assistance to bereaved families.

### **Logistics**

- Increase logistic support (i.e. for employees physically reporting due to unavailability of mass public transportation);
- Provision of PPE to all DSWD frontline employees and officials; and
- Increase provision of laptop, internet connectivity (mobile data) to DSWD personnel with WFH arrangements.



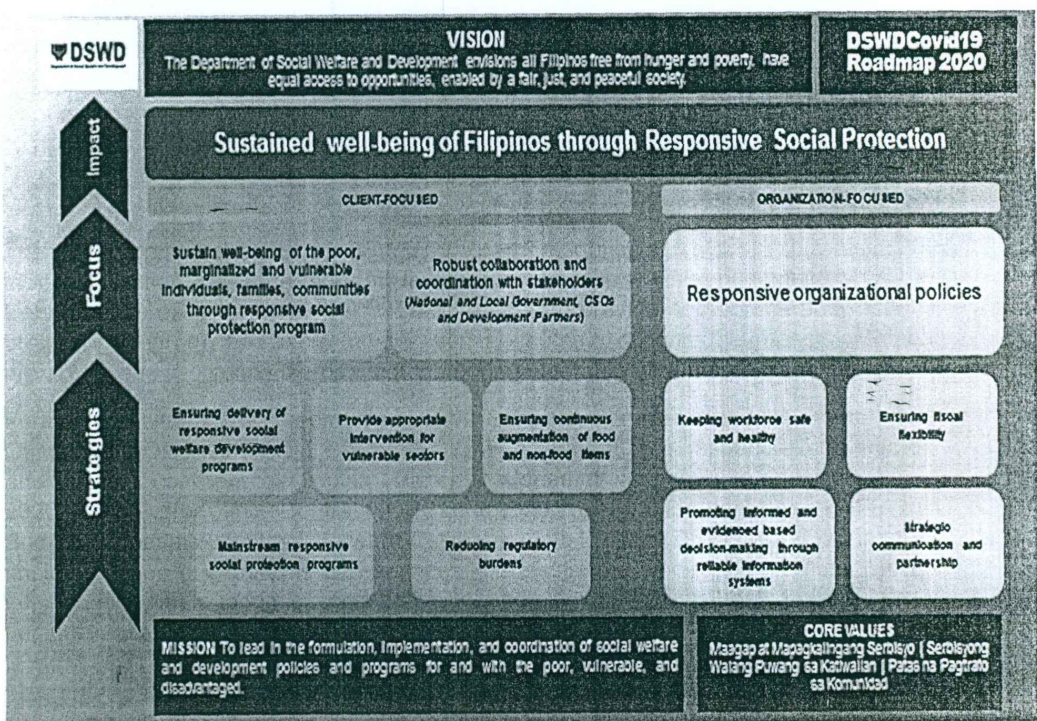
**V. Objective**

The Department shall adopt the DSWD COVID-19 response and recovery plan from 2020 to 2022 in consideration with the current pandemic context. This document shall replace the Department's existing strategies for 2020 to 2022 to provide appropriate and responsive social protection programs and social amelioration measures to mitigate the impacts of the pandemic in promoting and protecting the rights of the poor, vulnerable and marginalized sector.

Further, it shall guide and redirect all DSWD Bureaus, Services, National Program Management Offices (CO-OBS) and Field Offices (FOs) to implement their respective strategic deliverables and activities coherent to this plan. Hence, it is deemed necessary to reformulate or revised the 2020 Office Performance Contract (OPC), FY 2020 Work and Financial Plan (WFP) and FY 2021 Budget Proposals Including Forward Estimates until 2022 of DSWD CO-OBS and FOs for the implementation of programs and services – to assist the whole-of-government to mitigate the impact on health, economic, social, physical and psychosocial well-being of the most vulnerable sectors.

**VI. DSWD COVID-19 Strategy Map 2020-2022**

This shall guide the Department to deliver its objectives to mitigate the effect of COVID-19.



The DSWD COVID-19 Response and Recovery Plan (2020-2022) was developed focusing on the Department's mandate to ensure delivery of social protection and social amelioration programs, projects, and services adaptive to the current pandemic context to mitigate the effects on health, economic, social, physical and psychosocial well-being of the most vulnerable sectors.

The strategy map is categorized into Client-focused and Organization-focused objectives. The Client-focused consist of objectives which aim to bring changes in clients' (beneficiaries and intermediaries) lives or behavior. On the other hand, Organization-focused shall ensure organizational effectiveness and adaptation of the Department given the current context.

### DSWD COVID-19 Strategies

As the DSWD endeavors to maximize positive development results, the following measures will be implemented to drive the effectiveness and efficiency of DSWD operations to mitigate the impact of the COVID-19 crisis:

1. Ensuring delivery of responsive social welfare development programs;
2. Provision of appropriate interventions for vulnerable sector;
3. Ensuring continuous augmentation of food and non-food items;
4. Mainstreaming responsive social protection programs;
5. Reducing regulatory burdens;
6. Keeping workforce safe and healthy;
7. Ensuring fiscal flexibility; and
8. Promoting informed and evidence-based decision-making through credible and reliable information systems; and Strategic communication and partnership.

### VII. DSWD COVID-19 Response and Recovery Scorecard

Focus	Objectives	Measure	Baseline (March 15, 2020)	CY 2020 End Targets (Dec. 31, 2020)	Responsible Cluster / OBS
Sustain well-being of the poor, marginalized and vulnerable individuals, families, communities through responsive social protection program	Ensuring delivery of responsive social welfare development programs	Number of 4Ps beneficiaries provided with emergency subsidy	4.2 Million	4.4 Million	Operations Group 4Ps NPMO
		Number of low income families provided with emergency subsidy	13.6 Million (non-4Ps)	15 Million (non-4Ps)	Operations Group 4Ps NPMO
		Number of middle class families provided with emergency subsidy	0	To be determined	Operations Group / PMB
		Number of beneficiaries provided with Livelihood Assistance Grant-SAP	0	To be determined	Operations Group SLP NPMO



		Number of SLP beneficiaries served	To be determined	To be determined	
		Number of communities provided with community development projects	0	To be determined	Operations Group KC-NCDDP
		Number of women who received paid labor from the community development projects			
		Number of beneficiaries benefited in the community development projects	0		
		Number of social pension beneficiaries provided with monthly stipend	0		
		Number of individuals provided with assistance through regular AICS	4,250 clients provided assistance for COVID-related concerns	To be determined	Operations Group PMB
		Number of children provided with Supplementary Feeding Program	To be determined	1,881,979	
		Number of distressed OFWs provided with assistance	To be determined	To be determined	
					Operations Group ISSO

Focus	Objectives	Measure	Baseline (March 15, 2020)	End Targets (Dec. 31, 2020)	Responsible Cluster / OBS
Robust collaboration and coordination with stakeholders (national and local government, CSOs and Development Partners)	Provide appropriate intervention for vulnerable sectors	Number of Gender-Based Violence (GBV) responded to	To be determined	To be determined	Operations Groups / 4Ps NPMO, DRMB, PMB
		Number of abused children assisted	To be determined	To be determined	
	Mainstream responsive social protection programs	Number of LGUs allocating budget for COVID-19	To be determined	To be determined	Policy and Plans Group/ PDPB and PMB
		Percentage of social amelioration program implemented by agencies	100%	100%	
	Reducing regulatory burdens	Number of DSWD regulatory policies relaxed	0	3	Standards and Capacity Building Group/ Standards Bureau
	Ensuring continuous augmentation of food and non-food items	Number of affected LGUs provided with	To be determined	To be determined	Disaster Response and Management Group / DRMB and NRLMB
		a) Food	To be determined	To be determined	
		b) Non-food	To be determined	To be determined	
Satisfaction rate on FNIs (appropriateness and timely delivery)		To be determined	To be determined		



Focus	Objectives	Measure	Baseline (March 15, 2020)	End Targets (Dec. 31, 2020)	Responsible Cluster / OBS
Responsive organizational policies	Keeping workforce safe and healthy	Percentage of DSWD frontliners with package 6.1 (Package 6.1 face mask, face shield, gloves, alcohol, vitamins supplements) regardless of employment status	0	100%	General and Administrative Support Group / Human Resource Management and Development Service Policy and Plans Group/ PDPB
		Percentage of DSWD frontliners provided with mental health and psychosocial services	To be determined	50%	
		Percentage of DSWD frontliners received COVID-19 Hazard Pay regardless of employment status	To be determined	100%	
		Percentage of DSWD frontliners affected by COVID-19 received medical assistance regardless of employment status	To be determined	100%	
		Percentage of DSWD frontliners affected by COVID-19 received burial assistance regardless of employment status	To be determined	100%	
		Percentage of DSWD frontliners affected by COVID-19 received financial assistance to bereaved families	To be determined	100%	
		Percentage of DSWD personnel flexible work	To be determined	100%	

Focus	Objectives	Measure	Baseline (March 15, 2020)	End Targets (Dec. 31, 2020)	Responsible Cluster / OBS
		arrangement regardless of employment status			

Focus	Objectives	Measure	Baseline (March 15, 2020)	End Targets (Dec. 31, 2020)	Responsible Cluster / OBS			
Responsive organizational policies	Ensuring fiscal flexibility	Percentage of funds modified for COVID-19	To be determined		General and Administrative Support Group / Financial Management Service			
		Percentage of budget disbursed for COVID-19	100%	100%				
	Promoting informed and evidence-based decision-making through reliable information systems	Established agency operation center (AOC)	CO Level – 0 FO Level – 0	0	CO Level – 1 FO Level – 16	Office of the Secretary/ Office of the regional Directors		
		Functional Unified Beneficiaries Information System (UBID)	0				1	Policy and Plans Group / Policy Development and Planning Bureau
		Monitoring and Evaluation framework on Social Amelioration Program	0				1	
	Strategic communication and partnership	DSWD Strategic Communication Plan on COVID-19	0	1	Office of the Secretary / Social Marketing Service (SMS)			
		Grievance system established	0	1	Policy and Plans Group / Policy Development and Planning Bureau			
		Number of partner organizations mobilized as champions and influencers	MSCG members – 9 Development Partners – 6 LGUs, CSOs and private					



## VIII. Implementation Plan for 2020

### 1. Ensuring delivery of responsive social welfare development programs

Lead: Office of the Undersecretary for Operations

Responsible Offices: OAS for Specialized Programs, OAS for Statutory Programs - PMB, 4Ps NPMO, SLP NPMO, DRMB, ISSO, KC-NCDDP, Field Offices

The Department shall continuously implement responsive social welfare development programs adaptive to the current pandemic context. It shall endeavor to recalibrate its programs and project implementing guidelines corresponding to the imposition of stringent social or physical distancing measures. With this, concerned OBSU and NPMOs shall ensure that program components will be reviewed and issued implementing guidelines alongside relevant IATF-EID policies.

Deliverables	Activities	Responsible Office/Person	Delivery Date
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
Daily and weekly reports on the social amelioration programs of DSWD	Submission of daily and weekly reports submitted to the oversight agencies and to the Office of the President	Agency Operations Center	March-December 2020
	Expedient means to distribute SAP	EXECOM Members and Field Offices	Beginning April 2020
Policies on relaxing 4Ps Conditionalities	Relax program conditionalities and continue the release of cash grants	4Ps NPMO	March-December 2020
	Position paper on the implementation of the expanded and enhanced 4Ps as stipulated in the JMC No. 1 s. 2020		May 2020
	Coordination and collaboration with the DOLE in the development of position paper re:		

Deliverables	Activities	Responsible Office/Person	Delivery Date
	expanded and enhanced 4Ps		
Issued Implementation Guidelines for LAG-SAP	Formulation of the implementation guidelines for LAG-SAP	Sustainable Livelihood Program NPMO	May 2020
Report on the number of LAG beneficiaries served	Release of grants to LAG beneficiaries		To be implemented once ECQ is lifted
Report on the number of SLP beneficiaries served	Release of grants to SLP beneficiaries		
Report on the provision of monthly stipend of the 3,562,102 indigent senior citizen	Release of Social Pension for Indigent Senior Citizens	Program Management Bureau	March to December 2020
Report on the individuals served provided with the assistance through regular AICS	Recalibration of AICS implementation guidelines	Program Management Bureau	May to December 2020
Report on the implementation of the Modified Supplementary Feeding Program disaggregated by sex, age and modalities	Development of the Modified SFP Guidelines Cash transfer, dry rationing, food voucher	Program Management Bureau	March to December 2020
Report on the distressed OFWs provided with assistance disaggregated by sex, age, type of assistance and if COVID-19 related or not	Provision of assistance to distressed OFWs	International Social Services Office (ISSO)	March to December 2020

## 2. Provide appropriate interventions for vulnerable sector

Lead: Office of Undersecretary for Policy and Plans

Responsible Offices: OASPP, OASSCBG, PDPB, PMB, SB, STB, SWIDB, RGMO, Field Offices

The virus has greatly affected the entire population regardless of age. Though Philhealth has covered free testing in government hospitals, other out-of-pocket costs such as recovery supplements would still be burdensome for poor, low-income, and middle-income families. It is anticipated that the impact of COVID-19 would affect poverty statistics moving forward, as more people are exposed to deeper risks and higher vulnerabilities. Further, women and children who experienced violence require essential services in times of crisis i.e. dedicated helplines, including online counseling, social support system (activation of KALIPI and 4Ps parent groups) and other technology-based solutions or platforms.

Thus, the Department shall ensure that appropriate interventions are developed and implemented for these vulnerable sectors.

Deliverables	Activities	Responsible Office/Person	Delivery Date
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
Report on the Gender-Based Violence cases served	Provision of dedicated helplines for Gender Based Violence (GBV) cases	Program Management Bureau  4Ps NPMO	April to May 2020
	Establishment of online counseling		Beginning May 2020
	Conduct rescue of GBV cases		
	Case management adaptive to the current pandemic context		
	Provision of temporary shelter, psychosocial interventions, medical assistance, legal and financial assistance		
	Promote or use existing infomercials on		



Deliverables	Activities	Responsible Office/Person	Delivery Date
	VAW, VAC, Online Sexual Abuse and Exploitation of Children and Anti-illegal Drugs thru technology-based solutions that can be access thru facebook, facebook live among others		
Child Protection Policy Guide for DSWD CRCF adaptive to the current pandemic context	Development of the guidelines in consultation with CO OBS and Field Offices  Approval by the DSWD Management  Implementation by all DSWD CRCFs	Program Management Bureau	20 April 2020
Report on the implementation of Comprehensive Emergency Program for Children adaptive to the current pandemic context	Activation of Transitional Shelters for Orphaned, Unaccompanied and Abandoned Children, Psychosocial interventions, Child-Friendly Spaces  Activation of the RIACAT-VAWC desk ( <i>consider the current ECQ protocols</i> ) in the Regional, Provincial and City/Municipality level	Program Management Bureau and  Disaster Response and Management Bureau	April to December 2020
Guidelines in Managing Centers for SWDAs	Development of the guidelines in consultation with SWADAs  Approval by the DSWD Management  Implementation by all SWADAs with	Social Technology Bureau	22 April 2020

Deliverables	Activities	Responsible Office/Person	Delivery Date
	centers being managed.		
Technology-based platforms developed re: Psychosocial support measures/modules for individuals, families and communities with high numbers of COVID-19 cases	Develop technology-based platforms to implement existing Mental Health and Psychosocial Services (MHPSS) modules  Review of existing MHPSS modules as reference  Consultation with concerned agencies Drafting of modules on MHPSS  Pre-testing of modules  Finalization of modules	Social Technology Bureau	June 30, 2020  July 30, 2020
Report on the provision of Cash Transfer and Cash Voucher Scheme for Provision of Services	Review of Cash Transfer Cash Voucher for Affected Families of Emergencies (CTCVAFE) Enhancement of Guidelines	Social Technology Bureau (STB) in partnership with DRMB	31 May 2020

### 3. Ensuring continuous augmentation of food and non-food items

Lead: Office of the Undersecretary for DRMG

Responsible Offices: OASDRMG, DRMB, NRLMB, Field Offices

The DSWD shall continue to provide food and non-food items which includes essential personal and family hygiene in consideration of the declaration of the Enhanced Community Quarantine. Provision of such shall lessen the exposure to other individuals. The Department shall provide family food packs during the quarantine period as an augmentation to the LGUs, as agreed by the members of the Inter-Agency Task Force Technical Working Group (IATF-TWG) on social amelioration.

Further, in the event of other disasters which may occur during the year, DSWD as lead agency on (1) Camp Coordination and Camp Management (CCCM) Cluster will provide assistance and augment all requirements for the management and evacuation of families affected by disasters; (2) Food and Non Food Items (FNI) Cluster will provide augmentation on food and non-food to the affected Local Government Units; and (3) Internally Displaced Persons (IDPs) Protection Cluster will support and enhance the Government's capacity to ensure protection and addressing the need of IDPs.

<b>Deliverables</b>	<b>Activities</b>	<b>Responsible Office/Person</b>	<b>Delivery Date</b>
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
Stockpile and standby funds  Report disaggregated by Field Offices consolidated by NRLMB	Monitoring of stockpile and standby funds for both Field Offices and the National Resource and Logistics Management Bureau	NRLMB	March 15 to December 2020
Report on the Warehouse and inventory management	Reports generation	NRLMB	March 15 to December 2020
	Inventory analysis		
	Reordering point trigger		
	Warranty claims for defective supplies delivered		
	Material recovery		
	Re-milling / Fumigation of infested rice (when needed)		
Material waste disposal			
Report on Technical Assistance and Resource	Facilitation of resource augmentation	NRLMB	



Deliverables	Activities	Responsible Office/Person	Delivery Date
Augmentation provided to Field Offices and LGUs	Receive requests for resource augmentation		
	Validation of request  Preparation of documents:  Fund requests for FNI (Hygiene kits, Family kits, etc.) requests  Workforce requests  Request for other resources	NRLMB	
Report on the augmentation of food and non-food items provided to the affected LGUs of COVID-19	Provision of FNIs to affected LGUs	DRMB and NRLMB	March to December 2020
Report on the satisfaction rate of FNIs (appropriateness and timely delivery)	Development of technology-based survey tool re: satisfaction rate	DRMB	June 2020

#### 4. Mainstreaming responsive social protection programs

Lead: Office of the Undersecretary for Operations

Responsible Offices: OASPP, PMB, CIU, 4Ps NPMO, SLP NPMO, KC NCDDP PDPB, OASP, OAS for Specialized Programs, OAS for Statutory Programs, Field Offices

The DSWD will implement Emergency Subsidy Program through the social amelioration/social protection programs of the Department: AICS and Livelihood Assistance Grant, and Expanded and Enhanced 4Ps. Moreover, the Department shall ensure social protection for the people to prevent social disruption and instability as a

consequence of negative impacts of the pandemic. Continuous efforts to design and implement risk-informed and shock-responsive social protection programs shall be implemented to reduce the vulnerabilities of at-risk populations and improve their overall resilience.

<b>Deliverables</b>	<b>Activities</b>	<b>Responsible Office/Person</b>	<b>Delivery Date</b>
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
Report in the monitoring of LGUs allocating budget for COVID-19	Development of monitoring tool re: LGUs allocation of budget for COVID-19	Social Welfare and Development Bureau	May 2020
Report in the social amelioration program implemented by agencies	DSWD social amelioration programs implemented	Agency Operations Manual Operations Group	Beginning April 2020

## 5. Reducing Regulatory Burdens

Lead: Office of the Assistant Secretary for Standards and Capacity Building (OASSCBG)  
Responsible Offices: SB, PDPB, OAS for DRM, DRMB, NRLMB

The DSWD is committed to support the efforts of private individuals, organizations and social welfare development agencies (SWDAs) as they respond and adapt to the challenges brought about by the COVID-19 pandemic, and endeavors to minimize impact on the poor, vulnerable and marginalized. It recognizes the support provided by SWDAs in ensuring the protection of the sectors it caters to. With this, the Department shall lay out flexible reporting measures for SWDAs and shall relax public solicitation policies within the parameters allowed by the governing policies to make the process more responsive to the emergency situation in line with the resolution of the Inter-Agency Task Force (IATF).

<b>Deliverables</b>	<b>Activities</b>	<b>Responsible Office/Person</b>	<b>Delivery Date</b>
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
Regulatory issuances related to reducing of	Formulation of regulatory issuance adaptive to the	Standards Bureau	April to June 2020



Deliverables	Activities	Responsible Office/Person	Delivery Date
regulatory burdens i.e. solicitation permit, duty free and donations	current pandemic context		
	Consultation thru video conferencing and others platforms to facilitate the finalization of the regulatory issuances		
	Waive of application fees		
	Flexibility of reporting for SWDAS	Standards Bureau	
	Extending the period of registration and accreditation, thereby deferring the need for renewal applications	Standards Bureau	
	Automate the process	SB as business owner in collaboration with ICTMS as system developer	
Report on the DSWD CRCF accreditation	Accreditation of CRCF	Standards Bureau	

**6. Keeping Workforce Safe and Healthy**

Lead: Office of the Undersecretary for GASSG  
 Responsible Offices: Office of the Assistant Secretary for Administration, HRMDS, AS, PMS, LS

The Department shall put primordial importance in the protection of its workforce, specially frontliners, by ensuring their safety and healthy well-being. It shall adopt flexible work arrangements considering the policies initially issued by the Civil Service Commission (CSC). The Department shall ensure that disinfecting measures are in place to protect the officials and essential personnel on skeletal duty. Furthermore, provision of benefits such as hazard pay, PPEs, and psychosocial support to all DSWD officials and frontline workers regardless of employment status shall be ensured.

<b>Deliverables</b>	<b>Activities</b>	<b>Responsible Office/Person</b>	<b>Delivery Date</b>
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
Report on the DSWD frontliners provided with package 6.1 regardless of employment status  Package 6.1 face mask, face shield, gloves, alcohol, vitamins supplements	Allocation of budget for PPEs  Purchase of PPEs package 6.1	HRMDS, FMS, and Procurement Management Service	May 2020
Report on the COVID-19 hazard pay provided to DSWD frontliners regardless of employment status	Ensure implementation 2020 GAA provisions on Personnel Amelioration  Revisit Memorandum of Agreement for Cost of Service Workers and recommend enhancement particularly on the possible provision of personal life insurance	HRMDS and Legal Service	May 2020
Report on the medical and burial assistance received by DSWD frontline workers affected by COVID-19 regardless of employment status	Allocation of budget Provision of assistance	HRMDS, Legal Service, and FMS	June 2020
Report on the financial assistance to bereaved families of DSWD frontline workers affected by COVID-19 regardless of employment status	Allocation of budget Provision of assistance	HRMDS, Legal Service, and FMS	June 2020



<b>Deliverables</b>	<b>Activities</b>	<b>Responsible Office/Person</b>	<b>Delivery Date</b>
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
DSWD Guidelines align to national advice from local and national authorities and communicate it to the workforce	Monitor the posting of issuances from the IATF-EID and the DOH and provide copy to DSWD workforce	HRMDS, Legal Service, and FMS	Seven days after the issuance of national policies
Issued responsive policy re: adoption of work from home arrangement	Review existing policies	HRMDS, Legal Service, and FMS	June 2020
Report on the provision of psychosocial services to DSWD frontline workforce regardless of employment status	Full implementation of Mental Health Program as provided for in Republic Act No. 11036 through technology-based solutions Drafting of DSWD Mental Health Program guidelines Launching of DSWD Mental Health Program	HRMDS in collaboration with ICTMS	June 2020
Report on the sanitation facilities	Installation of sanitation facilities in all DSWD Offices and residential care facilities e.g. alcohol, misting, shoe soaking, bath at the entrance	Administrative Service	Starting March 2020

## 7. Ensuring fiscal flexibility

Lead: Office of the Undersecretary for GASSG

Responsible Offices: OUS Operations, OUSPP, FMS, PMB, SLP NPMO, 4Ps NPMO, PDPB, KC-NPMO, RGMO, Field Offices

The Department shall continue to use its appropriated, existing, and available funds for the implementation of social amelioration programs, subject to the pertinent budgeting, accounting, and auditing rules and regulations. Allotment for other programs shall be carefully studied and augment allocation for any item directly related to support operations and response measures necessary to address the COVID-19 pandemic. As enshrined in

the Bayanihan to Heal as One Act, the AICS, distribution of FNFI, livelihood assistance grants and SFP, community development projects among others, shall be prioritized for augmentation.

<b>Deliverables</b>	<b>Activities</b>	<b>Responsible Office/Person</b>	<b>Delivery Date</b>
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
Report on the funds modified and disbursed for COVID-19	Modify and re-program available funds to sustain DSWD programs and projects adaptive to the current pandemic context as well provision of benefits to DSWD frontline workers	FMS with Operations	

#### 8. Promoting informed and evidence-based decision-making through credible and reliable information systems

Lead: Office of the Undersecretary for Policy and Plans

Responsible Offices: OUSWD, OSEC, ICTMS, PDPB, Agency Operations Center (AOC), Field Offices

This measure puts a premium on informed and evidence-based decisions to ensure that reliable and interconnected information systems are in place. It aims to strengthen existing systems or develop new ones to bridge the gap in communicating research policies to decision-makers.

<b>Deliverables</b>	<b>Activities</b>	<b>Responsible Office/Person</b>	<b>Delivery Date</b>
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
DSWD Strat Map on COVID 19 until December 2022	Re-formulation to mitigate the impact of COVID19 and redirect the existing DSWD strategies and targets until end of 2022	PDPB	Drafted on April 17, 2020  Revised based on CO-OBS input on April 21, 2020

Deliverables	Activities	Responsible Office/Person	Delivery Date
	Cascading of the approved DSWD strategies on COVID 19 until December 2022 to CO-OBS and Field Offices	PDPB	
	Reformulation of OPC and IPC for FY 2020	All OBS and FOs	
Functional Agency Operations Center	Issuance of memorandum from the Secretary re: Establishment of AOC	Office of the Secretary and Field Offices	April 2020
	Special Order issued for the staff assigned to AOC	PDPB	
Database of the beneficiaries of Emergency Subsidy Program (non-4Ps)  Social Amelioration Card – Information System [SAC-IS]	Databases efficiently managed and maintained by database administrators for availability of well-organized data on the Department's operations, assets and transactions	NHTO and ICTMS	2020 SAC-IS is Ready for Deployment
Functional Unified Beneficiaries Information System (UBID)	Databases efficiently managed and maintained by database administrators for availability of well-organized data on the Department's operations, assets and transactions	ICTMS	
Automation of all services ( <i>program and support to operation level</i> ) of the Department  <i>Enhancement of Information System (IS):</i>	Information systems designed, developed and deployed in partnership with business owners and users for the efficient capture of up-to-date, credible and reliable data and	ICTMS in collaboration with concerned CO-OBS	End of 2020



Deliverables	Activities	Responsible Office/Person	Delivery Date
4Ps, SWDI, TARA, ECCD, e-Social Case Management, CRIMS	information on the Department's operations, assets and transactions		
Development of IS: e-Services for Minors Traveling Abroad, Integrated Grievance Redress Information System, e-services for regulatory services, HRMIS, HOMES, Internal Audit Management	Graphic and visual presentations of data and information on the Department's operations, assets and transactions for sharing and publication based on data captured, processed, managed and maintained through the information systems and databases		
M&E framework on social amelioration program	Develop M&E plan on social amelioration program	PDPB	April 2020

## 9. Strategic communication and partnership

Lead: Office of the Undersecretary for Special Concerns

Responsible Offices: OUSPP, OASCBG, SMS, PDPB, 4Ps NPMO, SLP NPMO, DRMB, OASPP, KC NCDDP, RGMO, Field Offices

The Department recognizes that it is essential to develop and proactively plan strategic communication intervention in response to current issues encountered amidst the COVID-19 crisis. Further, it is imperative to mobilize the needed support from civil society organizations, people's organizations and development partners.

Deliverables	Activities	Responsible Office/Person	Delivery Date
<i>(Specify deliverables that will support the measure)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>	<i>(Specify all activities to be conducted in order to achieve each deliverable)</i>
Establishment of Strategic Communication	Issued special order and terms of reference	Strategic Communication Group (SCG)	April 2020

Deliverables	Activities	Responsible Office/Person	Delivery Date
Group (SCG) within the Department	Mobilization of the SCG unit <i>(Communication Development, Media Relations and Response Communication and External Affairs)</i>		Beginning April 2020
	Close coordination with the Field Offices (FOs)  <i>Identification of champions and influencers by the FOs</i>		Beginning April 2020
	Updated FAQs based on the feedback by FOs on the implementation of SAP		Beginning April 2020
	Maximize various social media platforms to boost reach of information and respond of grievances raise at the ground		Beginning April 2020
	Frequent release of accurate IEC materials (infographics, media cards, quote cards, FAQs, advisories) through different social media platforms (FB, Twitter)		Beginning April 2020
	DSWD Officials and personnel to share information published by official DSWD social media accounts		Beginning April 2020

Deliverables	Activities	Responsible Office/Person	Delivery Date
	Sharing and adopt good practices		Beginning April 2020
Development of communication messages to correct and counter misinformation and disinformation	Hire or explore partnerships to install effective PR management, preferably a social media expert	SMS FOs Regional Information Officers	Within the quarantine period
Multi-media monitoring	SAP Multi- Media Monitoring of Implementers on the Issues, Concerns and Recommendations as well as documenting the Innovations, good practices and strategies  Daily TV, Radio and social media platform search  Organization of SAP Team with approved Special Order	SMS in collaboration with EXECOM members	
SAP Communication Plan	Crafting of the SAP COMPLAN  Approval of the SAP COMPLAN  Implementation of the approved COMPLAN	EXECOM, MANCOM and concerned OBS  DSWD Field Offices	

#### IX. DSWD IMPLEMENTATION TEAM

In order to carry out this plan, the Secretary of Social Welfare and Development shall be supported by the four (4) core teams, three (3) of which mirrors the national task force groups at the inter-agency level:

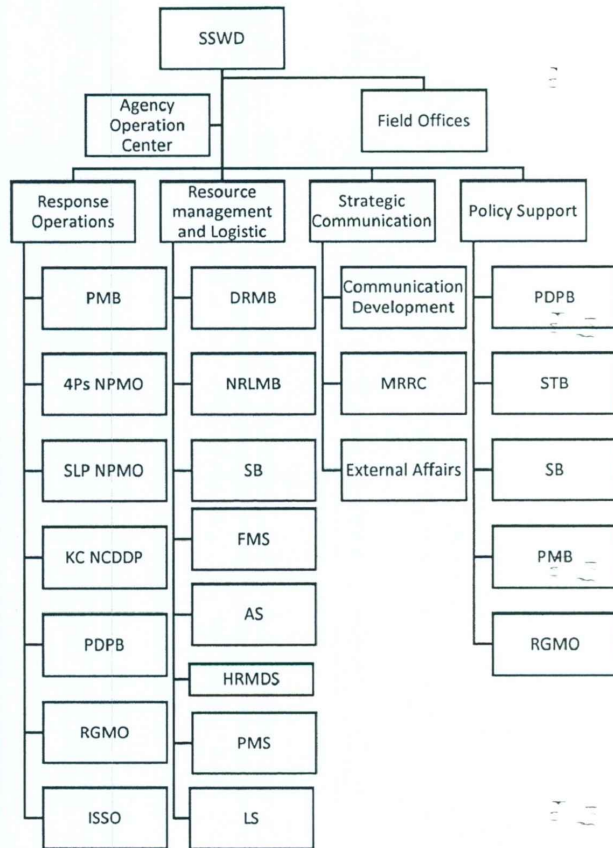
- A. Response Operations Team, shall ensure smooth implementation of programs, specially the emergency subsidy programs, including the SAP.



- B. Resource Management and Logistics Team, shall ensure that necessary resources are readily available.
- C. Strategic Communications Team, shall ensure that correct and timely information is shared with the public and our stakeholders
- D. Policy Support Team, shall ensure that appropriate technical policy support is provided to the program operations

Each team shall be headed and co-headed by an Execom Member. A separate Special Order shall be issued bearing the names of identified officials and supporting personnel under each team.

Figure 1. DSWD COVID-19 Implementation Team



Each OBSU identified under each team shall designate appropriate personnel who will carry out assigned tasks. Meanwhile, the Field Offices, through their Regional Directors, shall have a direct link to the Secretary for swift communication and reporting. Further, the Regional Directors shall ensure that this structure is mirrored in consideration of the peculiarities on the ground.

**X. PLAN CASCADING TO CO-OBS AND FIELD OFFICES**

All DSWD Central Office Offices, Bureaus, Services and Units and DSWD Field Offices shall formulate their respective Implementation Plan (ImPlan) in support of this response and recovery plan. The prescribed template is enclosed as (**Annex A**) for reference.

The Policy Development and Planning Bureau shall provide technical assistance in the development of the ImPlan, as necessary. Moreover, the Office, Division and Individual Performance Contracts shall be adjusted based on the OBSU, division and individual's responsibility along the implementation plans, taking into consideration the Department's Strategic Performance Management System (DSPMS).

## **XI. MONITORING AND REPORTING**

This plan shall be monitored based on the identified implementation plan (**Annex B as the prescribed template**). The PDPB shall lead in the monitoring and evaluation of this implementation plan on a monthly basis.

The findings from the report shall be used by the DSWD Execom and OBSs to improve policy, program or service implementation by addressing identified bottlenecks, issues and challenges that hinder target achievement. It is expected that performance along the implementation of this plan will be discussed in the Regional and National Management and Development Conferences (R/NMDCs).

To evaluate the plan implementation, monthly operations reviews will be conducted. The findings shall be used as a basis for adjusting measures and performance targets at the midterm and for the next planning period.

## **XII. AGENCY OPERATION CENTER**

The Department shall establish an Agency Operation Center (AOC) that will operate on a 24/7 and shall serve as the command and control facility for the Secretary of the Department and the EXECOM to monitor and coordinate the Department's implementation programs during the ECQ, specially on tracking the implementation of the Emergency Subsidy Program to the most affected families and individuals of areas under enhanced community quarantine. The AOC prepares daily reports in the implementation of ESP programs in compliance with Republic Act No. 11469 or the Bayanihan to Heal as One Act.

## **XIII. RISK MANAGEMENT**

The DSWD shall adopt a Risk Management Framework necessary to cope with various risks that may affect the objectives laid out in this Implementation Plan. A Risk Treatment Plan detailing the significant risks to the Implementation Plan shall be developed and monitored by a high-level technical working group created by the Executive Committee.

All DSWD Offices shall also apply principles of risk management in operations planning in accordance with the Integrity Management Program of the Department.

**XIV. Data Sharing**

Full, free, and unrestricted access to all OBS and FOs record, with emphasis on Internal Audit Service strict accountability for confidentiality and safeguarding of records and information shall be in adherence to RA 10173 Data Privacy Act.

**XVI. Resolution Clause**

Interpretations of the provision of this plan include special provisions not covered herein, the concerned CO-OBS may issue operational guidelines to implement specific programs and projects that are aligned with the strategies.

*Issued in Quezon City.*



**ROLANDO JOSELITO D. BAUTISTA**  
Secretary

APR 29 2020

Certified True Copy:

*Karina Antonette Agudo*  
ATTY. KARINA ANTONETTE A. AGUDO  
OFFICER-IN-CHARGE  
ADMINISTRATIVE SERVICE

APR 2020



Field Office/OBS: \_\_\_\_\_  
 Head of Office: \_\_\_\_\_  
 Divisions: \_\_\_\_\_

<b>FOCUS</b>	<b>OBJECTIVE</b>	<b>Deliverables</b> <i>(From Strategic Contributions)</i>	<b>Activities</b>	<b>Responsible Unit/Division</b>	<b>Duration</b> <i>(No. of months)</i>	<b>Start Date</b>	<b>End Date</b>	<b>Budget</b>
<b>TOTAL</b>								

**Prepared by:**

**Approved by:**

\_\_\_\_\_  
*[Name of PGS Focal Person]*

\_\_\_\_\_  
*[Name of Head of Office]*

Field Office/OBS: \_\_\_\_\_

Head of Office: \_\_\_\_\_

Divisions: \_\_\_\_\_

Focus	Objectives	Deliverables (from SCIP)	Activities	Responsible Unit / Division	Duration <i>(No. of months)</i>	Start Date	End Date	Budget	Budget Incurred (Obligation)	Status
<b>TOTAL</b>										

**Prepared by:**

**Approved by:**

\_\_\_\_\_  
*[Name of PGS Focal Person]*

\_\_\_\_\_  
*[Name of Head of Office]*