

Board Monitoring/Overseeing the Implementation
of the Corporate Strategy

2024 SSS Plans and Programs

Under Resolution No. 354 dated 22 August 2023, the Commission approved the 2024 Plans and Programs of the Social Security System and the proposed 2024 Corporate Operating Budget of the Social Security System, including 2024 multi-year projects, subject to the adjustment of the date of completion of the development of IT systems and applications to an earlier date so these can be used in 2024 (and not in 2025), viz:

I. 2024 Plans and Programs

The plans and programs are anchored on the Institution's three (3) corporate objectives:

- 1. Improve fund viability;
- 2. Improve service delivery; and
- 3. Establish accountability and improve corporate culture.

The attainment of the above involves the implementation of various policy and structural reforms complementing the various digitalization initiatives that were implemented in 2019.

Further, the plans and programs contribute to the achievement of the Philippine Development Plan's mid-term goal of enhancing social protection and human capital development.

PLANS AND PROGRAMS				TARGET	IMPACT
I.	IMPROVE FUND VIABILITY OF SS FUNDS				
	A.	Increase collections			
		1. Contributions Collection			
		1.1 Enhanced online registration/ amendments/contributions payment for Kasambahay		June 2024	20% of Households covered out of 2.1M
		1.2. Contribution Subsidy Provider Program		76 MOAs (At least 4 MOA signed per Division)	50% of informal sectors covered (out of 11.7M)
		2. Loans Collection			
		2.1 Penalty Condonation on SILP and PFLP		September 2024	Improved collection efficiency
		2.2 EALP Condonation		December 2024	
	B.	Continuing Programs to Increase coverage of new members and collection			
		1.	Conduct SSS on Wheels in far-flung areas and barangay	30 visits per Division	Increased awareness of SSS, its value, programs and benefits
		2.	Implement the E-centers in barangays, LGU and Cooperatives	1,320 E-centers (cumulative, additional 3 per Branch)	

PLANS AND PROGRAMS				TARGET	IMPACT
		3.	Conduct Run After Contribution Evaders (RACE)	2 RACE Operations per Branch	Collection of 30% and 35% of established collectibles for the branch operations and large accounts
		For self-employed (JOWs)			
		4.	Implement KaSSSanga programs	Additional 500 MOAs	- 50% of government workers covered out of 0.63M - 50% of Gen Z covered
		OFWs			
		5.	Partnerships with Advocate groups (Government agencies/ units, NGOs, FilComs)	At least 4 signed MOAs	At least 20,000 new OFW coverage
	C.	System Support			
		1.	Launching of Virtual Foreign Representative Offices	July 2024	Improved OFW coverage
		2.	Enhancement of the Account Management System (several modules)	June 2024	Improved data/ information accuracy
	D.	Improve Investment Income			
		1.	Improve income from properties	- Eastwood Libis (Cyber One) - FCA 5 (HK Sun Plaza) - Urdaneta Villages Properties - MHC - Others	Additional income of ₱196-M (from projected ₱3.4-B income in 2023)
		2.	Investment in Foreign Currency Denominated Corporate Fixed Income Securities by Domestic/ Onshore Issuer	Up to 40% of the limit for foreign investments	
II.	IMPROVE SERVICE DELIVERY				
	A.	Install the following services on the Website/Mobile App			
		1. Website/Mobile			- 90% of services available in electronic/ service facilities - Increased online transactions by 5%
		1.1 Integrate additional one (1) online payment partners in the SSS website and/or mobile app			
		2. Mobile App			
		2.1 Online Appointment System (Branch Appointment)			
		2.2 Maternity Benefit Reimbursement Application (Employer)			
		2.3 Online Payment of Short-term Loans			
		2.4 Retirement Claim Application			
	B.	Implement the following:			

PLANS AND PROGRAMS				TARGET	IMPACT
		1.	Seamless/straight-thru Member Web registration (Real-time validation and using OTP)	December 2024	5% increase from 2022 actual
		2.	ChatGPT	October 2024	20% reduction in the usage of social media for queries
	C.	Forge MOA with Participating Financial Institutions (PFIs) for the SSS Pay Card program		MOA with at least 1 additional PFI	- 87% of SSS services available in electronic/self service facilities
	D.	Multi-layer authentication in Online Transactions:			
		1.	Self-Service authentication using PhilSys ID	January 2024	
	E.	Enhance Payment Disbursement Facilities			- 85% of Member Transactions shifted to virtual platform - 80% phase out of branch tellering
		1.	E-wallet for Foreign Disbursements	Additional 1 MOA signed	
		2.	Additional electronic disbursements	1 for Member Loans; and 1 MOU for benefits and member loans	
	F.	Implement new/enhanced benefit programs			
		1.	Guidelines on continuing payment of contributions for members aged 65 and up with less than 120 contributions to qualify for retirement pension	January 2024	Increased benefit value
		2.	Enhanced Mandatory Provident Fund/WISP guidelines	1 st Quarter of 2024	
		3.	Supplementary guidelines on SS Death Benefit Program	3 rd Quarter of 2024	
		4.	Enhanced guidelines on Unemployment Benefit Program	2 nd Quarter of 2024	Increased process efficiency
		5.	Enhanced guidelines on ACOP Program	3 rd Quarter of 2024	
		6.	Straight-thru-payment of benefit claims filed online: Maternity miscarriage/ETP cases	4 th Quarter of 2024	
		7.	Online filing for non-SSS members and existing survivor pensioners, with linking of member’s SS number to payee’s SS number	4 th Quarter of 2024	Improved payment integrity
		8.	Guidelines on preventive and punitive actions against fraud in benefit and loan transactions	2 nd Quarter of 2024	
III.	ESTABLISH ACCOUNTABILITY AND IMPROVE CORPORATE CULTURE				
	A.	Conferment of the 3 rd stage of the Performance Governance System		Proficient by November 2024	Responsive performance evaluation mechanisms
	B.	ISO 9001:2015 Agency Wide Implementation		Phase 1 Implementation	Enhanced customer experience

PLANS AND PROGRAMS			TARGET	IMPACT
			54 branches including PCs/MECs NCR: 12 LC1: 12 LC2: 10 VC1: 9 MN: 11	based on accepted standards
	C.	Governance, Risk Management and Compliance (GRC) – Risk Management System	December 2024	Improved leadership effectiveness across governance aspects
	D.	Full implementation of the following:		
		1. Internal Audit Management System (IAMS)	December 2024	Enhanced internal control system
		2. Shared defense strategy for cybersecurity	June 2024	Zero breach
		3. Compliance with the Information Security Management System (ISO 27001) for selected mission critical Systems	October 2024	Holistic approach for risk management; cyber resilience, and operational excellence
		4. Human Resource Management System (Additional Modules)	December 2024	Streamlined HR processes and seamless access to records
		5. Loans Management System (Additional Modules)	December 2024	
		6. PalengQR Payment Channel Integration with PRN System – QR Generation	December 2024	Improved collection efficiency

II. Proposed 2024 Corporate Operating Budget (COB)

The implementation of the 2024 plans and programs for the achievement of the corporate objectives entails the proposed COB.

2024 Proposed COB vs. 2023 Actual vs. 2023 Budget
(Amounts in Billion Pesos)

Particulars	Proposed 2024	Actual 2023*	Increase/(Decrease)		Budget 2023
			Amount	%	
SOURCES OF FUNDS	427.86	381.41	46.45	12.2	370.95
Contributions	382.76	341.18	41.58	12.2	334.64
SSS	337.65	298.24	39.41	13.2	291.94
EC	3.34	2.68	0.66	24.6	2.55
WISP	41.77	40.26	1.51	3.8	40.15
Investment and Other Income	45.10	40.23	4.87	12.1	36.31
SSS**	42.68	37.88	4.80	12.7	34.21
EC	2.43	2.35	0.07	3.0	2.10
USES OF FUNDS	298.26	270.12	28.15	10.4	281.62
Benefits	282.65	257.20	25.46	9.9	265.01
SSS	279.77	255.42	24.35	9.5	262.43
EC	2.88	1.78	1.11	62.5	2.58
Operating Expenses***	12.73	12.55	0.18	1.4	14.82
Capital Expenditures	2.88	0.37	2.51	678.4	1.79
EXCESS	129.60	111.30	18.30	16.4	89.33

* Actual – Jan. to Jun.; Estimate – Jul. to Dec.

** Includes income from SS Fund, WISP, and other SS-managed funds, except for EC Fund

*** Inclusive of EC Management Fee

The complete details pertaining the 2024 Corporate Operating Budget are contained in the Memorandum of the Department Manager III, Corporate Policy and Planning Department, and the Department Manager III, Budget Department, dated 11 August 2023, and forming an integral part of this Resolution.

SSS' 2024-2028 Strategy Map and 2024 Performance Scorecard

Under Resolution No. 365 dated 30 August 2023, the Social Security Commission approved the SSS' 2024 - 2028 Strategy Map and the 2024 Performance Scorecard for submission to the Governance Commission for GOCCs.

Strategy Refresh

At the Strategy Refresh held on 22 January 2024 at the Seda Vertis North, the activity, which focused on the SSS Strategy Map and 3-Year Rolling Roadmap, was attended by the Members of the Social Security Commission and their staff and staff of the Office of the Commission Secretary, Executive Commission Clerk and Compliance Officer whereby the following topics for presentation/discussion were provided:

1. SSS Vision, Mission and Core Values
2. Strategy Map 2028
3. Strategic Change Agenda
 - Membership Roadmap
 - Collection Roadmap
 - Investment and Loans Roadmap
 - Benefits Roadmap
 - Service Delivery Roadmap
 - Organizational Capital Roadmap
 - Financial Capital Roadmap
 - Information Communication Technology Roadmap
 - Governance, Risk Management and Compliance Roadmap
4. 2024 Plans and Programs
5. Revision of Vision Statement (as recommended by GCG)

2023 Accomplishment Report

Under Resolution No. 177 dated 08 April 2024, the Social Security Commission approved the 2023 Accomplishment Report on the Implementation of The Social Security Act of 2018 (Republic Act No. 11199), which is for submission to the Office of the President of the Philippines and Congress.

2023 Interim Performance Evaluation System Form 3

Under Resolution No. 185 dated 08 April 2024, the Social Security Commission approved the 2023 Interim Performance Evaluation System Form 3 with a total rating of 98.56% and the corresponding proof of accomplishments.

2025 Plans and Programs

Under Resolution No. 426 dated 09 August 2024, the Social Security Commission approved the 2025 Plans and Programs of the Social Security System (SSS) and the 2025 Corporate Operating Budget, including 2025 multi-year projects, viz:

I. 2025 Plans and Programs

The plans and programs for 2025 reflect the SSS's unwavering commitment to providing comprehensive social security coverage for all Filipinos. Through targeted membership expansion, strategic financial management, innovative benefit programs, and a focus on

technology and member service, the SSS is poised to deliver on its promise of a secure and dignified future for every member.

These efforts are anchored on the institution’s three (3) corporate objectives:

- 1. Improve fund viability;
- 2. Improve service delivery; and
- 3. Establish accountability and improve corporate culture.

The specific 2025 key plans and programs are contained in the Memorandum of the Department Manager III, Corporate Policy and Planning Department, and the Department Manager III, Budget Department, dated 05 July 2024.

II. 2025 Corporate Operating Budget

Implementing the 2025 Plans and Programs for achieving the corporate objectives entails the proposed Corporate Operating Budget, viz:

Table 1 – 2025 Proposed COB vs 2024 Actual vs 2024 Budget
(Amounts in Billion Pesos)

Particulars	Proposed 2025	Actual 2024*	Increase/(Decrease)		Budget 2024
			Amount	%	
SOURCES OF FUNDS	532.99	438.69	94.30	21.5	427.87
Contributions	480.21	388.77	91.44	23.5	382.76
SSS	393.40	337.94	55.46	16.4	337.65
EC	3.34	3.30	0.04	1.3	3.34
WISP	83.47	47.53	35.94	75.6	41.77
Investment and Other Income	52.78	49.92	2.86	5.7	45.11
SSS**	49.76	47.04	2.72	5.8	42.68
EC	3.02	2.88	0.14	4.7	2.43
USES OF FUNDS	322.20	291.72	30.49	10.5	298.26
Benefits	302.23	279.54	22.69	8.1	282.65
SSS	299.57	277.91	21.66	7.8	279.77
EC	2.66	1.63	1.03	63.3	2.88
Operational Expenditures***	13.70	12.02	1.68	14.0	12.73
Capital Expenditures	6.27	0.16	6.11	3,788.6	2.88
EXCESS	210.79	146.98	63.81	43.4	129.60

* Actual – Jan to May; Estimate – June to Dec
** Includes income from WISP, and other SS-managed funds, except for EC Fund
*** Inclusive of EC Management Fee

The complete details pertaining the 2025 Corporate Operating Budget, including the 2025 multi-year projects, are contained in the Memorandum of the Department Manager III, Corporate Policy and Planning Department, and the Department Manager III, Budget Department, dated 05 July 2024, and forming an integral part of this resolution.

2025 Performance Evaluation System (PES) Documents

Under Resolution No. 523 dated 22 October 2024, the Social Security Commission approved the 2025 Performance Evaluation System (PES) Documents of the Social Security System that will be submitted to the Governance Commission for GOCCs.

Enhanced Performance Evaluation System

Under Resolution No. 618 dated 18 December 2024, the Social Security Commission approved the recommendations in compliance with the Governance Commission for GOCCs Memorandum Circular No. 2024-01 – Enhanced Performance Evaluation System (PES) for the GOCC Sector which are for submission to the Governance Commission for GOCCs, viz: (a) Authorization of the recommended officials to constitute the SSS Technical Panel; (b) Authorization of the President and CEO or, upon his written authority, a duly authorized representative to take such steps, sign all documents and papers, and perform such acts may be necessary to carry out and implement the foregoing authority; and (c) Authorization of the President and CEO to represent SSS during the Performance Target Conference (PTC) for the

setting of the final performance targets of the SSS. Provided that a session with a Member of the Social Security Commission be conducted prior to the setting of the final performance targets.