



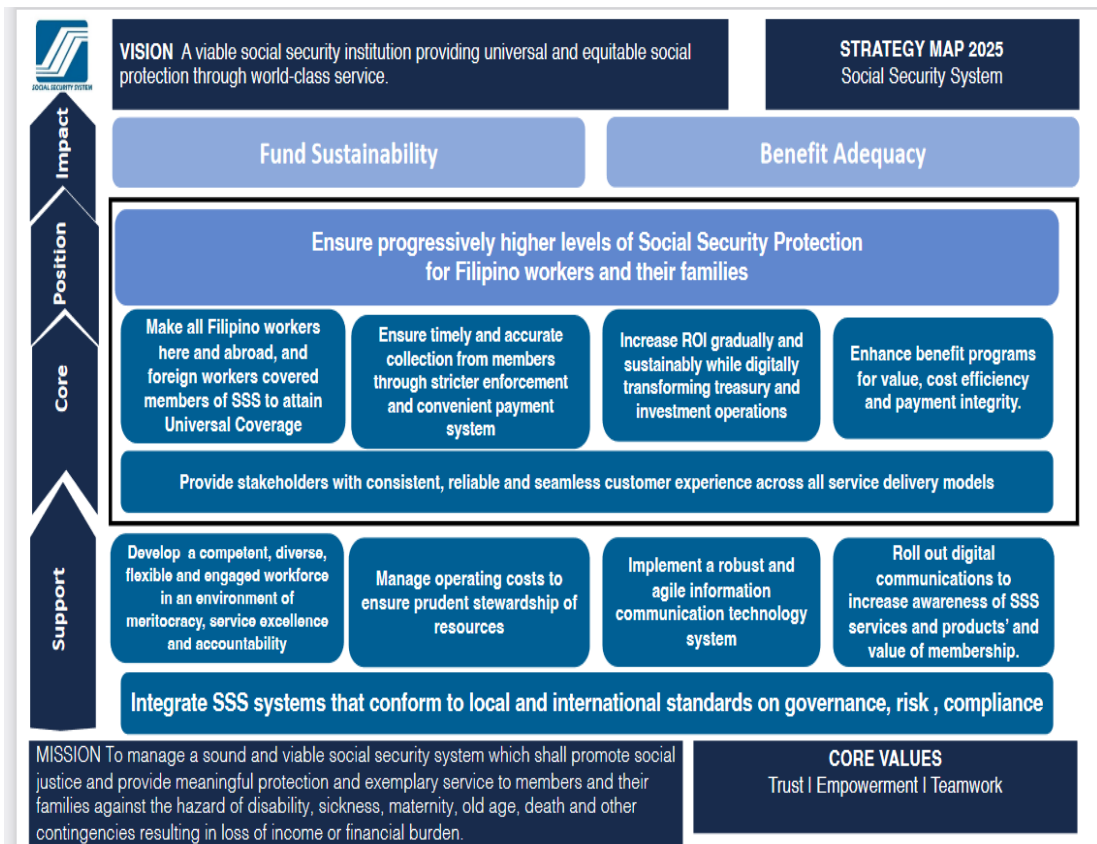
Sigurado ang Bukas

## SSS Vision and Mission/Strategy

### 2023 – 2025 Strategy Map and 2023 Performance Scorecard

On 14 November 2022, the Social Security Commission approved, under Resolution No. 724-s.2022, the SSS' 2023 – 2025 Strategy Map and the 2023 Performance Scorecard, viz:

#### I. 2023 – 2025 Strategy Map



The salient information, viz:

- A. Retention of the various strategic objectives under the impact and position perspectives.
- B. Transfer of the member-servicing objective "Provide stakeholders with consistent, reliable and seamless customer experience across all service delivery models" from support to core perspective.
- C. Additional two (2) new objectives under the support perspective:
  1. Manage operating costs to ensure prudent stewardship of resources; and
  2. Integrate SSS systems that conform to local and international standards on governance, risk, and compliance.

- D. All other support perspective's objectives take into consideration the integration of digitalization efforts in all the SSS business models.

## II. 2023 Performance Scorecard

The proposed 2023 Performance Scorecard supports the current administration's priorities relative to social protection.

### SSS' 2024 - 2028 Strategy Map and the 2024 Performance Scorecard

On 30 August 2023, the Commission approved, under Resolution No. 365-s.2023, the SSS' 2024 - 2028 Strategy Map and the 2024 Performance Scorecard for submission to the Governance Commission for GOCCs.

### 2025 Plans and Programs of the Social Security System and the 2025 Corporate Operating Budget

On 09 August 2024, the Social Security Commission, under Resolution No. 426, approved the 2025 Plans and Programs of the Social Security System and the 2025 Corporate Operating Budget, including 2025 multi-year projects.

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.

### 2024 Accomplishment Report

On 23 April 2025, the Social Security Commission, under Resolution No. 199, approved the 2024 Accomplishments 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 the Congress.

### 2024 Interim Performance Evaluation System Form 3

On 23 April 2025, the Social Security Commission, under Resolution No. 200, approved the 2024 Interim Performance Evaluation System Form 3 and the corresponding proof of accomplishments for submission to GCG, with a total rating of 96.70%.

### 2026 Plans and Programs of the Social Security System and the 2026 Corporate Operating Budget

On 30 August 2025, the Social Security Commission, under Resolution No. 422, approved the 2026 Plans and Programs of the Social Security System and the 2026 Corporate Operating Budget, including 2026 multi-year projects.

### Performance Scorecard for the Social Security System

On 12 November 2025, the Social Security Commission, under Resolution No. 556, approved the CY 2026 Performance Scorecard for the SSS pursuant to the Governance Commission for GOCCs Memorandum Circular No. 2024-01 providing for the Enhanced Performance Evaluation System for the GOCC Sector.

### SSS Strategy Refresh

SSS Strategy Refresh and 3-Year Rolling Roadmap

*Date: 22 January 2024*

*Venue: SEDA Vertis North, Quezon City*

*Output: Strategic Change Agenda of the SSS' core and support functions*

The Social Security System (SSS), a Government Owned or Controlled Corporation (GOCC), has tapped the facilitation services of the Institute for Solidarity in Asia (ISA), a public governance institution that installs and implements the Performance Governance System (PGS), a strategy management framework and platform for the design, execution, and sustainability of strategies that seek to elevate the performance and institutionalize governance reforms in the public sector. The PGS pathway is composed of the following four stages: (1) Initiation, which focuses on strategy design; (2) Compliance, which focuses on strategy execution; (3) Proficiency, which focuses on monitoring and evaluation of the strategy; and (4) Institutionalization, which focuses on the attainment of breakthrough results and the sustainability of the strategy. Beyond operational effectiveness and to complement process improvements, PGS puts premium on the strategic impact that an organization can make, given its mandate.

By pursuing a more relevant strategy and institutionalizing necessary systemic changes and process enhancements, the Social Security System will be enabled to achieve greater heights and provide a higher quality of service to its stakeholders. Last February 5 and 6, 2024, at the Manor at Camp John Hay, a Strategy Refresh was conducted. This is done in order to track and assess SSS's progress in implementing its strategy and making sure that it is in alignment with its *Vision*: A viable social security institution providing universal and equitable social protection through world-class service; *Mission*: To manage a sound and viable social security system which shall promote social justice and provide meaningful protection to members and their families against the hazards of disability, sickness, maternity, old age, death and other contingencies resulting in loss of income or financial burden; and *Core Values*: Trust, Empowerment, and Teamwork. The Strategy Refresh covers the validation of the multi-year deliverables of the Social Security System in 2023, the articulation of Social Security System's strategic objectives with its accompanying targets and performance indicators. ISA assisted the organization using the principles and disciplines of the Performance Governance System (PGS) framework. This report illustrates the processes and outputs of the SSS Strategic Planning

intervention conducted with the key officials of the SSS. To ensure that Filipino workers and their families have progressively higher levels of Social Security Protection in 2025—putting the country on par with its ASEAN peers—additional interventions were added to the strategic plan.

#### SSS Strategy Refresh

*Date: 17 October 2025*

*Venue: Manila Peninsula Manila*

*Output: Big Bets and Bold Moves per strategic thrust*

On 17 October 2025, the Members of the Social Security Commission (SSC) had been involved in SSS Strategy Refresh in defining the strategic direction for the following thrusts: Service Excellence, Financial Performance (Investments), Financial Performance (Coverage and Collection), Employee's Welfare, and Communication. From the submitted strategic grounding, a menu of Big Bets and Bold Moves was presented and deliberated upon. The SSC then voted on the top three priorities per strategic thrust to guide implementation:

- A. Service Excellence:
  1. Full digital integration of member and employer services;
  2. End-to-end service automation and analytics; and (iii) member-centric product and service design.
  
- B. Financial Performance
  1. Strengthened Delinquency and Collections Management
  2. Sectoral Coverage Expansion (Informal, Gig, OFW)
  3. Optimized Investment Portfolio and Risk Management
  
- C. Employee Welfare
  1. Culture and Credibility Transformation Program
  2. Integrated Employee Wellness and Support Program
  3. Empowerment and Accountable Leadership Framework