G2P Use Case@DSWD

Global Workshop on Digital Public Infrastructure: Accelerating Action

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Contents

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2. AICS-GL: a G2P 4.0 prototype project

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G2P Architecture of DSWD

G2P 1.0
- Single program to single provider (in person)

G2P 1.5
- Single program to single provider (in person, electronically assisted)

G2P 2.0
- Single program to many providers (virtual provision)

G2P 3.0
- Single program to many providers (virtual provision)

G2P 4.0
- Many programs to many providers (virtual provision)

DSWD unified G2P architecture that implements the design principles of G2P 4.0
(UNDER DEVELOPMENT)

AICS pilot project to integrate the National ID (Philsys ID) and electronic provision of assistance
(ENTERING PHASE 2 OF THE PILOT PROJECT)

OpenG2P Pilot Project
- Pantawid Pamilyang Pilipino Program (Conditional Cash Transfer)

4PS
- Sustainable Livelihood Program
- Social Amelioration Program - Emergency Subsidy Program

DSWD G2P Infrastructure

Assistance to Individuals in Crisis Situation

Outreach to Street Dwellers

PAG-ABOT
- Outreach to Street Dwellers

SAP-ESP
- Social Amelioration Program - Emergency Subsidy Program

SLP
- Sustainable Livelihood Program
<table>
<thead>
<tr>
<th>MULTI-MODAL</th>
<th>ICT EMPOWERMENT</th>
<th>INTER-OPERABLE</th>
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<tbody>
<tr>
<td>Social worker desks in hospitals and other Point-of-Service (POS) locations</td>
<td>Social Workers uploads Medical Abstracts, Social Case Studies, and other required documents</td>
<td>Benefits receive assistance from various channels, e.g., Text, Physical/Hardcopy or from the eGovPH app</td>
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<tr>
<td>Repository of data that allows secure and private sharing of Medical Abstracts (MA) and Social Case Studies (SCS) between hospitals, LGU &amp; DSWD</td>
<td>DSWD reviews the case, communicates with SW or Client using phone or videocon, and recommends intervention</td>
<td>DSWD officials approve the provision of benefits</td>
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<td>Authenticate beneficiaries using PhilSys ID, other government-issued ID, or Digital Philippine ID</td>
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<tr>
<td>Request for medical assistance thru eGovPH App</td>
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AICS-Medical Bill Assistance (Hospital Guarantee Letter)

PROTOTYPE G2P 4.0 IMPLEMENTATION AT DSWD

DSWD GOVERNMENT-TO-PERSON (G2P) INFRASTRUCTURE

- Mobile app & web-based app
- Location-based Services
- Blockchain to secure and preserve document integrity
- G2P Platform for Service Delivery
- Online Payment and Fund Transfers

APPLICATION PROGRAMMING INTERFACE (API)

INTAKE > CASE ASSESSMENT > APPROVAL > PAYMENT > DISBURSEMENT

The DSWD has approved your request for Medical Bill Assistance (Hospital Guarantee Letter). Crisis Intervention Team (CIT) has been assigned to process your application. The team will contact you via phone or videocon. You may also receive assistance from various channels, e.g., Text, Physical/Hardcopy, or from the eGovPH app.

Your Statement Of Account for the current month is shown below. The total amount is P3,898.00. Payment was made on 17/06/2021.

The DSWD has verified and authorized your claim for Medical Bill Assistance (Hospital Guarantee Letter). The claim amount is P3,898.00. Payment was made on 17/06/2021.
**Digital Transformation Roadmap**

**BUILDING A STRONG G2P ECOSYSTEM AT DSWD**

**2023**

- **Strategies, Policies, and Reorganization**
  - A consolidated GRS platform that will allow DSWD to receive and address feedback and grievances systematically.

**2024**

- **Foundational Architecture & Infrastructure**
  - Strategic use of technology to improve service delivery, efficiency, and innovation in social welfare services.

**DX Strategy**

- Constitution of the CIO Office, ICT Governance, Development of High-Level ICT Services (e.g., PIA)

**Infrastructure**

- To develop new digital solutions and to maintain, integrate, and eventually phase out legacy systems.

**G2P & MAPPER**

- Integrated platform that consolidates the numerous social registries managed by DSWD.

**UBD**

- Comprehensive system that will streamline the process of requesting assistance and issuing digital payments to beneficiaries.

**CrISS**

- Enable a seamless process of monitoring and managing the program, allowing real-time tracking of food stamp allocation, usage, and impact.

**COM MECH**

- Communication infrastructure to provide social protection services during disasters, including the big one.

**RELIEF GOODS LOGISTICS**

- A solution to facilitate end-to-end management of relief goods logistics, from procurement and production to distribution.

**Governance**

- Ensure DX initiatives are effectively managed, coordinated, and delivered on time and within budget.

- Ensure that the DSWD has a steady supply of highly competent technical experts to drive DSWD’s DX.

**Infrastructure**

- Ensure efficient service delivery, seamless internal communication, and secure data handling.

**Network Operations Center (NOC)**

- Ensure DX initiatives are effectively managed, coordinated, and delivered on time and within budget.

**PMO**

- Ensure that the DSWD has a steady supply of highly competent technical experts to drive DSWD’s DX.

**xLab**

- Procurement of computer workstations and mobile devices for IS end-users.

**End-user Equipment**

- Solutions to facilitate end-to-end management of relief goods logistics, from procurement and production to distribution.
Why are we really here?

- Invite friends and partners in the DPI community to share with us your learnings

- Identify DPG that can help the Philippine social welfare sector to build our infrastructure faster, and more importantly, strategically
Julius B. Gorospe
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Chief Information Officer
Department of Social Welfare and Development
Republic of the Philippines
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Assistant Secretary and
Chief Information Officer
Department of Social Welfare and Development

Julius Gorospe is the Chief Information Officer (CIO) of the Department of Social Welfare and Development (DSWD) in the Philippines.

He is at the forefront of leading the digital transformation within the department. Under the guidance of Secretary Rex Gatchalian, digital transformation has become a priority project for DSWD. Notably, President Marcos’ administration also places a significant emphasis on digital transformation as a key national agenda.

Julius, with over 30 years of international ICT experience, brings a wealth of knowledge and expertise to the table, making him an invaluable asset in the pursuit of the DSWD’s digital future.