

Program/Activity/Project (P/A/Ps)	Performance Indicators	Physical Target (4th Qtr)	Actual (4th Qtr)	Over/(Short) Accomplishment in Numbers	Accomplishment in Percentage	Remarks
MFO 1 - Administration of Veterans' Pension and Benefits Program	b. Other benefits 3. Hospitalization** (No. of veterans and dependents served)	69	95	26	137.68%	As in previous quarters, actual hospitalization benefits have already exceeded the projected target number due to numerous availments for medical procedures, confinements and reimbursements. Furthermore, the Php10.0M budget for VHP was already consumed as early as July 2013, with total reimbursements reaching more than Php13.0M as of October 2013. Because of this, PVAO already recommended the increase of budget for the hospitalization program from Php10.0M to Php50.0M for the year 2014.
	<i>Total</i>	3,811	3,368	(443)	88.38%	

Sources: Finance, Claims and Management Information Divisions, Veterans Memorial Medical Center (VMMC) October to December 2013 Reports
 * Based on the Budget of Php66.590M for the year for Educational Benefits, PVAO can only support 1,849 scholars at Php36,000/yr per student or approximately 3,698 school bills to be processed for two (2) semesters per academic year.
 **Target for hospitalization benefits was rationalized at 277/year given that only Php10.0M was allocated as budget for the program. At Php800/day with maximum of 45 confinement days per veteran, the budget can only accommodate 277 beneficiaries. However, with President Aquino's pronouncement last 9 April 2013 during the Araw Ng Kagitangan rites that the rate for hospitalization shall be increased to Php1,200/day, PVAO's target has been further reduced to only 185 beneficiaries.

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	c. Adjudication of Pension Claims a. Percentage of veterans' benefits processed against applications received	90% of Claims Received (or 3,735 of 4,151)	85% of Claims Received (or 3,511 of 4,151)	(224)	94%	The negative variance of 224 represent claim applications which require further confirmations prior to approval. Overall, the adoption of Quality Management System (QMS) for Adjudication of Pension Claims resulted in the enhancement of PVAO's internal processes which is continually being improved in order to meet and exceed the client's expectations and sustain the ISO Certification recently achieved by the bureau.

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MFO 1 - Administration of Veterans' Pension and Benefits Program	c. Adjudication of Pension Claims b. Percentage of claims processed on time	90% of Claims Processed (2,764 of 3,072)	86% of Claims Processed (2,655 of 3,072)	(109)	96%	In terms of timeliness, processing time has significantly improved because of the adoption of QMS, particularly the reduction of adjudication time according to the type of pension claim. Processed claims that did not meet the standard time were caused by manual retrieval of records or requests for additional documents/confirmations from veteran related or other government agencies such as NSO, NRD OTAG, etc. These causes of delays are being addressed by PVAO through the continuing digitization of veterans records and prompt coordination with mentioned organizations/agencies.
2. Investigation, verification of records, strengthening of internal control and conduct of management systems audit	d. Percentage of pensioners revalidated**					
	1. WWII Veterans and Spouses 2. Post WWII old age pensioners 85 yrs. old and above	25% (or 21,595 of 86,381) 25% (or 2,332 of 9,329)	34% (or 29,705 of 86,381) 86% (or 8,024 of 9,329)	8,110 5,692	136% 344%	In terms of pension accountability, PVAO utilizes a multi-pronged revalidation program through various methods in order to validate the status of pensioners within a desirable timeframe. PVAO'S extensive revalidation methods such as annual survey of veteran status, periodic repinning and renewal of signature cards at servicing banks, monitoring of bank account movements and coordination with various veteran organizations have resulted to the stoppage (22,534) and suspension (14,616) of pension accounts as of 31 December 2013. Such endeavors clearly demonstrate PVAO's commitment towards the cleansing of its pension list. However, stopped/suspended pension accounts of pensioners who later complied with the revalidation requirements are immediately restored.

Sources: Claims and Veterans Records Management Divisions (VRMD) October to December 2013 Reports

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MFO 2 - Administration and Development of National Military Shrines						
1. Administration and development of national military shrines	a. Number of shrines maintained to operational standards	7	7	0	100%	In terms of preservation and development of military shrines, PVAO has continuously maintained seven (7) military shrines to operational standards in accordance with prescribed guidelines and timelines. As part of its legislative agenda, PVAO is actively pursuing the proclamation of Balete Pass and the Aquino-Diokno Memorial (both in Nueva Ecija) as National Shrines, as well as obtaining jurisdiction over Tirad Pass and Bessang Pass from the present local government administration.
	b. No. of veteran related events coordinated.	0	6	6	NA	Although no target was set for the 4th Quarter, PVAO still successfully coordinated or participated in the conduct of six (6) commemorative events that sought to cultivate historical development and awareness of past military campaigns and battlefield victories in order to sow the seeds of patriotism and develop a sense of national pride especially amongst the Filipino youth. Aside from these commemorative events, living WWII Veterans were continually recognized, such as the 126 WWII Veterans aging 95 and above who were given medals during veteran related events in Zamboanga, Kalibo and Tacloban.

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MFO 3 - Management Services For Veterans Affairs						
1. Effective management of veterans affairs	a. Number of veteran organization organizations supervised and assisted b. Number of veteran assemblies/dialogues and activities participated	Chartered: 17 Non-Chartered: 23 Total: 40 Medical Mission: 3 VFP Executive Board Meeting: 3 Veterans Assemblies: 3 Total: 9	Chartered: 17 Non-Chartered: 23 Total: 40 Medical Mission: 3 VFP Executive Board Meeting: 3 Veterans Assemblies: 5 Total: 11	0 2	100% 122%	PVAO's creation of Constitution and By-Laws for the Veterans Federation of the Philippines (VFP) strengthened the latter's capability of incorporating various veteran groups into one unified organization. At present, PVAO vigorously supports 17 Chartered and 23 Non-Chartered Veteran Organizations through undertaking relevant programs that ensures the effective management of veterans affairs and resources/assets provided to augment state given benefits. For the 4th Quarter, PVAO accomplished 122% of its target number of veteran related activities through the facilitation of 3 medical missions, 3 VFP Executive Board meetings and 5 veteran assemblies.

Notes: Veterans Memorial and Historical and Veterans Administration Management Divisions October to December Accomplishment Reports

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