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## JOY A. VILLACORTA

VICE PRESIDENT

Benefits Administration Division

CONCURRENT ACTING HEAD

International Operations Group

Social Security System (SSS)

Tel. Nos: 8920-6401 / 8929-8924



### BRIEF DESCRIPTION OF FUNCTION

#### Benefits Administration

- Responsible for providing overall direction, management and control of programs and activities involving product innovation, project management, policy development/enhancement, process improvements and monitoring of implementation by SSS branches/concerned units to achieve established objectives and targets in relation to the administration of SSS short-term and long-term benefits.

#### International Operations

- Responsible for ensuring the social security protection of overseas Filipinos through the forging of bilateral social security agreements (SSAs) with host countries to allow portability arrangements for permanent-type Filipino migrants and the development/enhancement and implementation of OFW coverage programs, especially for temporary-type/contract-based OFWs who are not covered by their host countries' social security schemes, and delivery of member assistance services at SSS Foreign Representative Offices (FROs) and OFW Contact Service Section (CSS).

### MAJOR ACHIEVEMENTS

#### On reform agenda

- Assisted SSS management in pursuing the Senate bill on SSS Charter amendments in 2018, particularly on the new provision on compulsory coverage of OFWs, leading to the enactment of the Social Security Act of 2018 (RA 11199)
- Assisted SSS management in pursuing the SSS Reform Agenda in 2012-2013 that led to the approval of the increase in contribution rate (from 10.4% to 11%) and maximum MSC (from ₱15,000 to ₱16,000) effective Jan 2014, and the 5% across-the-board pension increase effective Jun 2014

#### On program management

- Recommended policy/program enhancements that contributed to the double-digit growth in OFW contribution collection, among others: higher minimum MSC of ₱8,000 for OFWs (2019); acceptance of OFW claim applications through e-mail (2019); implementation of real-time processing of contributions, particularly on mandatory PRN issuance of overseas collection partners (2018); simplified document requirements for claims of members residing abroad (2016); online issuance of SS number (2015); consolidated coverage and contribution collection policies for OFWs (2015); shift to full e-payment system for overseas collection (2014); annual incentive benefit granting under Flexi-fund Program for OFWs (2012)
  - Directed undertakings in relation to the signing of the renegotiated PH-Korea SSA (Nov 2019) and other pending agreements for negotiation (India, Malaysia, Czech Republic, Spain and Greece)
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## On service delivery

- Implemented the following to provide safer, faster and more convenient services in compliance with requirements of the EODB law: mandatory online filing through My.SSS and/or mandatory checkless disbursement for benefit applications for sickness, maternity, unemployment, funeral, and initial death, disability and retirement (Aug 2020), including the online module for benefits re-disbursement to handle cases of non-crediting (Oct 2020); revised schedule of monthly pension releases through the DBP facility via PESONet and other checkless disbursement channels (Sep 2020); enhancements in the online module for the mandatory enrolment of disbursement accounts for benefits (Sep 2020)
- Spearheaded the expansion of SSS foreign operations network in Asia and Americas to 13 FROs as of Nov 2019, from 5 FROs as of end-2013, resulting in increased OFW coverage and transactions while maintaining viability of foreign operations in the regions
- Conceptualized and operationalized the OFW CSS (2014) under IOG, resulting in the dedicated servicing and handling of inquiries and transactions of OFWs through various channels (e.g., e-mail, calls, text, online chat, special assistance desk)

## PROFESSIONAL WORK EXPERIENCE / HIGHLIGHTS

### Social Security System

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|---|----------------------------------|
| ▪ Vice President, Benefits Administration Division                                      | July 2020 - present              |
| ▪ Acting Head, International Operations Group   | February 2019 - present          |
| ▪ Vice President, Asia, Americas, and Pacific Operations Division                       | February 2020 - Jul 2020         |
| ▪ Acting Head, Asia, Americas, and Pacific Operations Division                          | April 2017 - Feb 2020            |
| ▪ Department Manager II/III, OFW Management Department                                  | May 2010 - Feb 2020              |
| ▪ Senior Program Specialist, OFW Management Department                                  | October 2005 - May 2010          |
| ▪ Assistant Specialist, Flexi-fund Program Management Department                        | September 2003 -<br>October 2005 |
| ▪ Assistant/Research Specialist, Corporate Planning and<br>Economic Research Department | August 1997 -<br>September 2003  |

### Private sector

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| ▪ Actuarial Analyst - Ayala Life Assurance, Inc. | June 1996 - July 1997 |
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## EDUCATIONAL ATTAINMENT

- Master of Business Administration – Ateneo Graduate School of Business, Makati  
Completed 18 units for the Middle Management Development Program training in 2014
  - Master of Arts degree in Economics - University of the Philippines, Diliman  
Graduated in 2000
  - Bachelor of Science degree in Statistics - University of the Philippines, Diliman  
Graduated in 1996
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