

Process for the Provision of Livelihood Assistance to Walk-in Clients

The process for Walk-in Individuals Seeking Livelihood Assistance aims to enumerate the steps and procedures that the client and concerned DSWD personnel undertake to efficiently facilitate the request for livelihood assistance of individuals that personally appeared at the DSWD Sustainable Livelihood Program- Regional Program Management.

Office or Division:	Sustainable Livelihood Program – Regional Program Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/ person applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, PhilHealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activities to be undertaken by the SLP-RPMO				
1. Accomplish the SLP Data Privacy Consent Form and Attendance Sheet	1.1 The Project Development Officer (PDO) at the SLP Referral Management Officer (RMO) at the SLP Regional Program Management Office (RPMO) shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form	None	10 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.2 Request client to fill-out attendance sheet. For the walk-in clients from the SLP RPMO – the PDO shall Request the client to fill-out the attendance sheet	None	30 minutes	

<p>2. Participate in the SLP Orientation</p>	<p>2.1 The PDO/RMO shall conduct a brief orientation to the client on the general description of SLP. Facilitate the administration of the Walk-in Client Information Sheet (WCIS) to gather basic information of the clients.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
<p>3. Claim the SLP Reference Slip</p>	<p>3.1 The PDO/RMO shall issue the SLP Reference Slip and inform the client of the next steps.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
<p>4. Fill-out the Client Satisfaction Measurement Form (CSMF)</p>	<p>4.1 Administer the CSMF with assistance from the PDO/RMO.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
	<p>4.1.2 For the SLP-RPMO: Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from SLP-RPMO through email. The RMO shall check and review the completeness of the client's information as necessary and coordinate with the referring party.</p>	<p>None</p>	<p>6 hours</p>	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
	<p>4.1.3 The RMO shall undertake name- matching to the endorsed</p>			<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>

	<p>list of Pantawid Familyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Familyang Pilipino Program (4Ps) Targets of SLP- The RPMO shall conduct name-matching with the Listahanan 3 Database.</p> <p>For those tagged as non-poor in the Listahanan - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p>For those found in the endorsed list of 4Ps Targets of SLP and tagged as “No Match” in the Listahanan 3 Database-The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients found in the endorsed list of 4Ps targets of SLP and those tagged as “no-</p>			
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	match” frthe conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).			
	4.2 The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	4.3 The RMO shall email, text, or call the clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
Activities to be undertaken by the SLP – RPMO				
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	5.1 The PC shall acknowledge receipt of the memorandum from the RPC through email and review the completeness of the client’s information. The PC shall coordinate with the Implementing Project Development Officer (IPDO) to assess the referred client.	None	2 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	5.2 The IPDO shall email, text, or call clients to inform them that the application was received by the concerned SLP Provincial	None	15 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	Office and there shall be an assessment to be conducted.			
6. Undergo the SLP Means Test	<p>6.1 Actions to be undertaken by the IPDO after receipt of the referred walk-in client:</p> <p>If no-match in the Listahanan 3 Database - The IPDO shall conduct the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p>If qualified in the SLP Means Test - proceed to client step 7.</p> <p>If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare a letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by</p>	None	6 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	the Regional Director (RD).			
7. Accomplish the SLP Data Privacy Consent Form	7.1 The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.	None	10 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	7.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form.	None	15 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
8. Participate in the SLP Orientation	8.1 The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
9. Accomplish the Letter of Intent or SLP Waiver Form	9.1 The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants, while clients who decided not to proceed with the succeeding activity must sign	None	15 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	the SLP Waiver Form.			
10. Accomplish the SLP Profile Form	10.1 The IPDO shall assist or guide the client in accomplishing the SLP Profile Form.	None	20 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
11. Accomplish the Livelihood Skills Assessment Form (LSAF)	11.1 The IPDO shall administer the Livelihood Skills Assessment Form (LSAF). For the clients who passed the LSAF and decided to continue, proceed to client step 8 . The clients who decided not to proceed to the succeeding activity must sign the SLP Waiver form.	None	6 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
12. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)	12.1 Conduct of MEDT 1 or BEST1. For clients who are qualified for MD Track - The IPDO shall conduct the MEDT 1 for all MD Track For clients who are qualified for EF track - The IPDO shall conduct the BEST 1 for all EF Track. For the clients who decided not to proceed - The clients must sign an SLP Waiver form	None	4 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	<p>Note: <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>			
	<p>12.2 The IPDO shall update the client's information in the SLP IS.</p>	None	30 minutes	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
<p>13. Prepare and sign the Modality Application Form (MAF)</p>	<p>13.1 The IPDO shall guide/assist the client in the preparation of the MAF.</p>	None	2 hours	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
<p>14. Receive the SLP Grant</p>	<p>14.1 The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP</p>	None	6 hours	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
	<p>14.2 Project Proposal Review at the Provincial Level The PC shall review the MP using the Project Assessment Tool (PAT).</p>	None	1 day	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>

	<p>Note: MPs with findings that need revision/ enhancement or replacement will be endorsed to IPDO by the PC.</p>			
	<p>14.3 Project Proposal Review at the Regional Level The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.</p>	None	1 day	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
	<p>The RD shall approve the MP prior to processing. After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.</p>	None	2 days	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
	<p>14.5 Process the Disbursement Voucher</p>	None	2 days	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>
	<p>Preparation for Grant Releasing Monitor the issuance of the approved check for disbursement. Notify the program participants for</p>	None	1 day	<p><i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i></p>

	the release of the check through text, email, call, visit, etc.			
	Grant Releasing The IPDO to coordinate with the client for the schedule of grant releasing. The IPDO shall conduct Financial Literacy Training. The clients shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
15. Fill out the Client Satisfaction Measurement Form (CSMF)	15.1 The client shall fill-out the CSMF with assistance from the IPDO.	None	5 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	15.2 The IPDO shall update the client's information to the SLP IS.	None	30 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
TOTAL	Activities to be undertaken by SLP-NPMO/ SLP-RPMO	NONE	1 day, 1 hour, 15 minutes	
	Activities to be undertaken by SLP – RPMO		11 days, 2 hours, 5 minutes	