

Provision of Resource Person to DSWD Intermediaries and Stakeholders

This process responds to the request for a resource person to capacitate the external intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

Office or Division:	Office of the Regional Director – Knowledge Management Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 scanned or printed copy)		Requesting party		
2. Request Form (if applicable: 1 scanned copy)		Knowledge Management Section		
3. Client Satisfaction Measurement Survey				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive, check, and log the request letter. After recording, forward the request letter to the KMS <i>Note: Generate copies of the request and copy furnish the ORD, ARD, and Assigned DCs for information</i>	None	4 hours	Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS) Ms. Agnes A. Mateo AO V – Records and Archives Management Section
	1.2 Receive and record the request letter and forward it to the Section Head/OIC/ for review of the request.		2 hours	Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)
	1.3 Receive and review the request letter, and forward it to		4 hours	Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other

	the assigned staff for processing.			<i>Related Support Services (TAAORSS)</i>
	1.4 Review the completeness of the request.			
	1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists			
	1.4.2 If not complete, coordinate with the requestor to complete the details. <i>Note:</i> <i>a. If the request indicates preference in RP for the activity, the assigned KMS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</i> <i>b. If the request letter provides unclear information, send the Request Form to the requester</i>		4 hours	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>
	1.5 Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability. <i>Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned KMS</i>		18 hours	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>

	<p>staff shall e-mail the CGS member with the details of the request.</p>			
	<p>1.5.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order: 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL-Net Member 4. Other DSWD Experts</p>			
	<p>1.5.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p>			
	<p>1.5.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done.</p> <p><i>Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP</i></p>			
	<p>1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the KMS Section Head for review and initials.</p>			

	1.6 Review and assess the request		8 hours	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>
	1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.			
	1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.		4 hours	<i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i>
	<i>1.7.1. with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned KMS staff.			
	<i>1.7.2. with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director. Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD			
	1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.		8 hours	<i>Atty. Michael Joseph J. Lorico Regional Director Field Office NCR</i>
	<i>1.8.1. if with corrections:</i> Return the			

	<p>Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to KMS Head.</p> <p>1.8.2. <i>If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to KMS Administrative Staff.</p> <p>1.9. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member.</p> <p>Encode the rest of the details of the request to the Database.</p>			
			3 hours, 50 minutes	<p><i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i></p>
2. Accomplish CSM Survey	2.1 Administer the accomplished CSMS Form (google form), convert it to PDF then forward to the Document Custodian via E-mail.	None	10 minutes	<p><i>Ms. Jenny Kim C. Ramirez SWO II – OIC, Technical Advisory Assistance and Other Related Support Services (TAAORSS)</i></p>
TOTAL		NONE	5 days	