



Department of Social Welfare and Development

DOCUMENT REVIEW REQUEST AND REGISTRATION FORM

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Date Prepared: 31 August 2022
Office/Bureau/Service: Social Welfare Institutional Development Bureau
Document Number: DSWD-SWIDB-SOP-005
Revision No.: 02
Document Title: Provision of Resource Person to DSWD Intermediaries and Stakeholders

Description of Changes (if revised): Enhancements were made to streamline the process and simplify the articulation under the process description such as
1. Removal of numeric label per step
2. Removal of Division Chief and Assistant Regional Director in the Process
3. Removal of steps between coordination with the senior specialist's supervisor, and preparation of documents whether the request is confirmed or not
4. Inclusion of Socotec certification logo.

Reason for Change (if revised):
Change in operational process
Error Correction
For Improvement
Others, please specify:

Type of document: New, Revision, For obsolete/deletion, Request for: Controlled, Uncontrolled
Purpose of the document: To respond 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.

REVIEW AND APPROVAL

Table with 4 columns: Name, Comments, Signature. Rows for Prepared by (EDNA J. SACEDOR), Reviewed by (DIANA ROSE SANTIAGO-CAJIPE, RODOLFO M. SANTOS), and Approved by (DENISE FLORENCE BERNOS BRAGAS).

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Table with 5 columns: DRRRF Number, Received Date, Effective Date, Released Date, Received by ODC. Row 1: DRRRF-2022-355, September 20, 2022, September 20, 2022, September 20, 2022, MYRNA F. REYES

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PROVISION OF RESOURCE PERSON TO DSWD INTERMEDIARIES AND STAKEHOLDERS

Document History

Rev. No.	DRRRF No.	Description of Change	Originator	Date Originated/ Revised
00	DRRRF-2021-123	Initial Release	Social Welfare Institutional Development Bureau	19 August 2021
01	DRRRF-2022-276	Revision	Social Welfare Institutional Development Bureau	21 June 2022
02	DRRRF-2022- <u>355</u>	Revision	Social Welfare Institutional Development Bureau	<u>31 August</u> , 2022

REVIEW AND APPROVAL

	PRINTED NAME	POSITION
PREPARED BY:	EDNA J. SACEDOR	Concurrent OIC-Director IV, SWIDB
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	RODOLFO M. SANTOS, CESO II	DSWD Quality Management Representative
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PROVISION OF RESOURCE PERSON TO DSWD INTERMEDIARIES AND STAKEHOLDERS

1.0 Purpose:

To respond 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.

2.0 Scope:

All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), Academe and Civil Society Organizations (CSOs) requesting for a resource person from the DSWD to provide technical assistance by providing a lecture on a specific program, policy or service of the Department or even national law or policies related to social welfare and development and social protection.

This SOP is not applicable to any requests coming from DSWD internal staff.

3.0 Associated Reference/s:

3.1 SWIDB Citizen Charter, 6th edition (2022)

3.2 Republic Act No. 10173, series of 2012

Data Privacy Act of 2012

3.3 Republic Act No. 11032, series of 2018

Ease of Doing Business and Efficient Government Service Delivery Act of 2018

3.4 Administrative Order No. 15, series of 2015

Operationalization of the DSWD Core Group of Specialists

3.5 Memorandum Circular No. 10, series of 2018

Guidelines on the Provision of Technical Assistance and Resource Augmentation to Local Government Units Through Local Social Welfare and Development Offices

3.6 Memorandum Circular No. 21, series of 2020

Establishment and Management of the Social Welfare and Development Learning Network at the Central and Field Offices.

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4.0 Definition of Terms:

TERM	DEFINITION
Capability/ Capacity Building Section (CBS)/Social Welfare Institutional Development Section (SWIDS)	The Field Office section that is mandated to enhance the competencies of DSWD intermediaries and stakeholders along social welfare and development and social protection
Core Group of Specialists (CGS)	Refers to DSWD internal pool of experts in a particular field of sectoral program or functional expertise
Client Satisfaction Measurement (CSMS) Form	A survey questionnaire designed to help the process owner understand what their customers think about their services and their customer support
Intermediaries	Refer to the persons, group, network of social welfare agencies, local government units (LGUs), Non-Government Organizations (NGOs), People's Organizations (POs), business and private sectors, church-based
Junior Specialist (JS)	Refers to staff who are understudies of the Specialists in a particular field of expertise. As such he/she is expected to gain deeper knowledge and practice skills along with sectoral areas.
Program Focal (PF)	Refers to an individual who works and is assigned to handle particular projects under specific social welfare development programs or services.
Resource Person (RP)	refers to any person who by virtue of his/her expertise in a specific subject area serves as a speaker in capability-building activities.
Social Welfare and Development Learning Network (SWDL-Net)	An organized group of practitioners along social welfare and development that would foster continued development and sharing of knowledge/expertise; and the provision of relevant capacity-building programs to DSWD and to its partners and stakeholders
Specialist	Refers to a person who serves as an expert in a particular field of expertise, he/she has authority and knowledge and practice skills, in the programs, policies and services delivery and serves as Technical Assistance (TA) provider to partner intermediaries and organic staff
Stakeholders	Refers to individuals and organizations that are social welfare and development implementers

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5.0. Procedure

FLOWCHART	PROCEDURE DETAILS	RESPONSIBLE	INTERFACE DOCUMENT	TURN AROUND TIME
<pre> graph TD Start([START]) --> Receive[Receive Request Letter] </pre>	<p>Receive, check and log the request letter.</p> <p>Create a Routing Slip for the received request.</p> <p>After recording, forward the request letter and the routing slip to the Office of the Regional Director (ORD).</p>	Records Section: Administrative Staff (RS:AS)	<ol style="list-style-type: none"> Logbook/ Incoming Database of RS:AS Routing Slip Request Letter 	1 Hour
<pre> graph TD Forward[Forward request to Regional Director] </pre>	<p>Upon receipt at the ORD, record the received request.</p> <p>Then, forward the request to the Regional Director for his/her action.</p>	Regional Executive Assistant (REA)/ORD Staff	<ol style="list-style-type: none"> Logbook/ Incoming Database of REA/ORD Staff Endorsement Slip/ Routing Slip Request Letter 	3 Hours
<pre> graph TD Review[Review and provide instruction then forward to SWIDS/ CBS Admin Staff] </pre>	<p>Review the letter and provide instruction/s. Then, endorse the request letter to the SWIDS/ CBS Admin Staff.</p>	Regional Director	<ol style="list-style-type: none"> Marginal Notes/ Instructions/ Email Endorsement Slip/ Routing Slip/ Request Letter 	3 Hours

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<p>Receive request letter and forward to CBS/SWIDS Head</p> 	<p>Receive and record the request letter, and forward it to the Section Head/OIC for review of the request.</p>	<p>CBS/SWIDS: Administrative Staff</p>	<ol style="list-style-type: none"> Marginal Notes/ Instructions/ Email Endorsement Slip/ Routing Slip/ Request Letter Logbook/ Database of CBS/SWIDS: Administrative Staff 	<p>3 Hours</p>
<p>Review request letter and assign staff to process request</p> 	<p>Review the request and assign it to technical staff.</p>	<p>CBS/SWIDS: Section Head or OIC</p>	<ol style="list-style-type: none"> Marginal Notes/ Instructions/ Email Endorsement Slip/ Routing Slip/ Request Letter 	<p>1 Hour</p>
<p>Review the completeness of the details in the request</p> 	<p>Review the completeness of the request.</p>	<p>CBS/ SWIDS: Assigned Staff</p>	<ol style="list-style-type: none"> Marginal Notes/ Instructions/ Email Endorsement Slip/ Routing Slip/ Request Letter Directory of CGS or Program Focals/ Trained Staff directory Request Form 	<p>15 Min.</p>

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	<p>If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists</p> <p>If not complete, coordinate with the requestor to complete the details of the request through a request form.</p> <p><i>Note: If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall still take a look at the available list and offer to change the RP if there will be an available RP on top of the preferred one.</i></p>	<p>CBS/ SWIDS: Assigned Staff</p>	<p>Request Form</p>	<p>1 Hour and 45 min.</p>
	<p>Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on his/her availability.</p> <p><i>Note: If the supervisor of the CGS member will not be able to respond within 5 hours, assigned CBS/SWIDS staff will e-mail the CGS member with the details of the request.</i></p> <p>If the senior specialist is not available, coordinate</p>	<p>CBS/ SWIDS: Assigned Staff</p>	<ol style="list-style-type: none"> 1. Request Letter 2. E-mail to senior specialist's supervisor 3. Directory of senior specialist/ JS/ PF/ Trained Staff/ SWD LNet Staff 4. Email/ Chat/ Call Logs to the requester 	<p>12 Hours</p>

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	<p>with the prospective RPs in the following order:</p> <ol style="list-style-type: none"> 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL Net Member <p>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 requestor.</p> <p>If the requestor is amenable to changing the date, the same process of coordination, following the sequence, will be done.</p>			
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>Prepare and forward Routing Slip, Confirmation Letter / Regret Letter, and draft RSO/ Referral Letter, to CB/SWD Section Head</p> </div> 	<p>Prepare and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>If no RP is available and the requestor is not amenable to changing the date, prepare a letter of regret and the CSMS Form.</p>	<p>CBS/ SWIDS: Assigned Staff</p>	<p>If confirmed:</p> <ol style="list-style-type: none"> 1. Request Letter 2. Confirmation Letter 3. Regional Special Order / Referral Letter 4. Routing Slip <p>If regret:</p> <ol style="list-style-type: none"> 1. Request Letter 2. Regret Letter 3. Routing Slip 	<p>2 Hours</p>

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<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>Review and forward Confirmation Letter/ Regret Letter, and draft RSO/ Referral Letter to ORD</p> </div>	<p>Review and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p><i>with corrections:</i> Return the Confirmation Letter/ Regret Letter, and draft RSO to the assigned CBS/ SWIDS staff.</p> <p><i>with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the PSD Chief/ Division Chief concerned.</p>	<p>CBS/ SWIDS Head</p>	<p>If confirmed:</p> <ol style="list-style-type: none"> 1. Request Letter 2. Confirmation Letter 3. Regional Special Order / Referral Letter 4. Routing Slip 5. Marginal Notes/ Instruction <p>If regret:</p> <ol style="list-style-type: none"> 1. Request Letter 2. Regret Letter 3. Routing Slip 	<p>3 Hours</p>
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter</p> </div>	<p>Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forwards to CBS/SWIDS Administrative Staff.</p>	<p>Regional Director</p>	<p>If confirmed:</p> <ol style="list-style-type: none"> 1. Request Letter 2. Confirmation Letter 3. Regional Special Order / Referral Letter 4. Routing Slip 5. Marginal Notes/ Instruction <p>If regret:</p> <ol style="list-style-type: none"> 1. Request Letter 2. Regret Letter 3. Routing Slip 	<p>3 Hours</p>

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<p>Send the Confirmation Letter/ Regret Letter and CSMS Form to the Requestor, then the RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member</p> <p style="text-align: center;">↓</p>	<p>Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester, and RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member.</p> <p>Record the details in the Logbook/ Incoming Database.</p>	<p>CBS/ SWIDS: Administrative Staff</p>	<ol style="list-style-type: none"> 1. Logbook/ Database of CBS/SWIDS: Administrative Staff 2. Confirmation Letter/ Regret Letter 3. CSMS Form 4. Regional Special Order/ Referral Letter 5. Email to the requester, and CGS Supervisor/ SWD L-Net Member 	<p>1 Hour</p>
<p>16.</p> <p>Collect the accomplished CSMS Form and forward to the Records Section, then encode the request details in the Database</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">END</p>	<p>Collect the accomplished CSMS Form (google form), convert it to PDF then forward the pdf copy to the Document Custodian via E-mail.</p> <p>Encode the rest of the details of the request to the Database.</p>	<p>CBS/ SWIDS: Administrative Staff</p>	<ol style="list-style-type: none"> 1. Accomplished CSMS Form 2. Logbook/ Incoming Database of CBS/SWIDS: Administrative Staff 	<p>N/A</p>
<p style="text-align: right;">Total:</p>		<p>34 Working Hours/ 4 Days and 2 Hours</p>		

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